



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

11-FEB-2008

2008 MAR 18 AM 7:53

Repository

Reference No.
10217689

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City PALATINE State IL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 3/3/08 YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3D7MU48C93C [REDACTED]
Make DODGE Model RAM 3500 Model Year 2003
Date Purchased 21-JAN-06 Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders 6 Fuel Type: Diesel
Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Transmission Type MANUAL Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE
Vehicle Component Code 138110 VISIBILITY:DEFROSTER/DEFOGGER SYSTEM:WINDSHIELD:BI
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-MAR-2007 Failure Mileage 160000 Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTMAL9ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)

Crash Yes No Fire Yes No Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2003 DODGE RAM 3500. THE FLOOR AND DEFROSTER VENT FAILED. WHEN THE WINDOW WAS FROSTED, THE VENT WOULD BLOW AIR, BUT NOT DEFROST THE WINDOW. THE CONTACT REPLACED THE HEATER FLAP BEFORE AND IT CURRENTLY NEEDS TO BE REPLACED AGAIN. THE FAILURE MILEAGE WAS 160,000 AND CURRENT MILEAGE WAS 198,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



**PLEASE PROVIDE A COPY OF THIS SHEET TO THE SERVICING TECHNICIAN.
PRIOR TO ORDERING THIS PART, THE FOLLOWING MUST BE VERIFIED:**

Tech Tip Part Description: HVAC Recirculation Door

Tech Tip Description: If the HVAC Recirculation Door is broken, replace the Heater and A/C Unit Case Assembly (p/n 68004226AB), instead of just replacing the door.

The 68004226AB assembly has a door stop that prevents the door from being damaged from over travel. The 2006 DR/DH/D1 vehicles started using the HVAC with door stops in June 2006. LOP for replacing the housing is 24-65-31-10.

Contact Us at CAGRIS@Chrysler.com for feedback related ONLY to this GPOP Tech Tip. DO NOT email regarding repair procedures unrelated to this Tech Tip or part order inquiries. Please include the Part Number (s) and Tech Tip Part Description of the Tech Tip you are referencing for our tracking system.

**CHRYSLER RESERVES THE RIGHT TO BACK CHARGE DEALERS THAT DO NOT
COMPLY WITH CHRYSLER WARRANTY AND POLICY PROCEDURES AS OUTLINED IN
THE DEALER P&P MANUAL**



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NUMBER: 24-004-03
GROUP: Heating & A/C
DATE: June 13, 2003

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SUBJECT:
Defrost Door Inoperative

OVERVIEW:
This bulletin involves replacing the defrost door and lower half of the heater, A/C (HVAC) housing.

MODELS:
2003 (DR) Ram Truck

SYMPTOM/CONDITION:
The defrost door may break at the pivot shaft causing inadequate travel. The system may not completely close causing a lack of air discharge out the floor vents and full discharge from the defrost outlet. This may be caused by a broken actuator stop on the heater A/C (HVAC) housing.

DIAGNOSIS:
If the vehicle exhibits the condition, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	05073964AA	Defrost Door
1	05127758AA	Lower Heater, A/C Housing
1	05019632AA	Coupler, Defrost Door

EQUIPMENT REQUIRED:

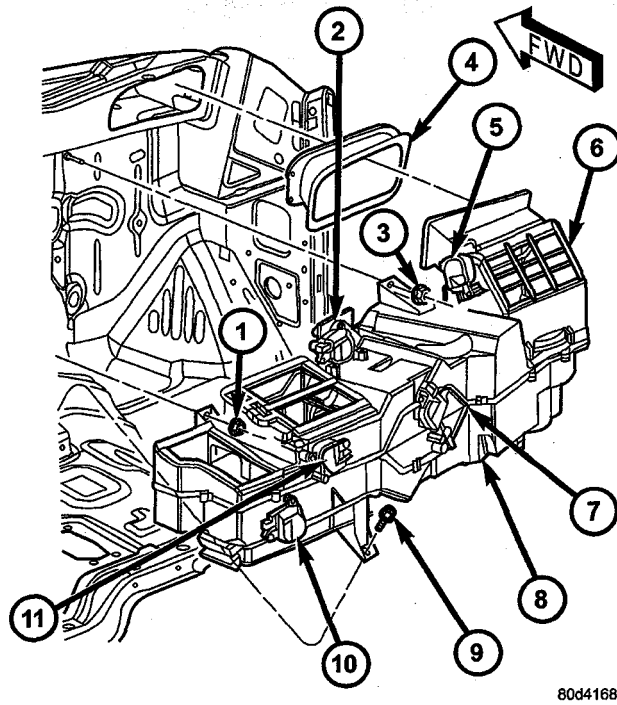
Approved A/C refrigerant recycling equipment

REPAIR PROCEDURE:

WARNING: ON VEHICLES EQUIPPED WITH AIRBAGS, DISABLE THE AIRBAG SYSTEM BEFORE ATTEMPTING ANY STEERING WHEEL, STEERING COLUMN, OR INSTRUMENT PANEL COMPONENT DIAGNOSIS OR SERVICE. DISCONNECT AND ISOLATE THE BATTERY NEGATIVE (GROUND) CABLE, THEN WAIT TWO MINUTES FOR THE AIRBAG SYSTEM CAPACITOR TO DISCHARGE BEFORE PERFORMING FURTHER DIAGNOSIS OR SERVICE. THIS IS THE ONLY SURE WAY TO DISABLE THE AIRBAG SYSTEM. FAILURE TO TAKE THE PROPER PRECAUTIONS COULD RESULT IN AN ACCIDENTAL AIRBAG DEPLOYMENT AND POSSIBLE PERSONAL INJURY.

NOTE: THE FOLLOWING PROCEDURES ARE OUTLINED IN DETAIL IN THE 2003 RAM TRUCK SERVICE MANUAL, PUBLICATION NUMBER 81-370-03059. IF YOU ARE NOT FAMILIAR WITH THE PROCEDURES, REFER TO THE SERVICE MANUAL FOR ADDITIONAL INFORMATION.

1. Disconnect and isolate the battery negative cable.
2. Drain the engine cooling system.
3. Recover the refrigerant from the refrigerant system .
4. Disconnect the liquid refrigerant line fitting from the evaporator inlet tube. Discard the O-ring seal and install plugs in, or tape over the opened liquid refrigerant line fitting and evaporator inlet tube.
5. Remove the accumulator Discard the O-ring seals and install plugs in, or tape over the opened refrigerant line fittings and evaporator outlet tube.
6. Disconnect the heater hoses from the heater core tubes. Install plugs in, or tape over the opened heater core tubes.
7. Remove the Powertrain Control Module (PCM) from the engine compartment to gain access to the HVAC housing retaining nuts .
8. Remove the two nuts from the HVAC housing mounting studs in the engine compartment.
9. Remove the instrument panel from the vehicle.
10. Remove the bolt that secures the HVAC housing to the floor bracket located in the center of the vehicle.
11. Remove the two nuts from the HVAC housing mounting studs in the passenger compartment.
12. Remove the HVAC housing from inside the vehicle. Take care not to allow any remaining coolant to drain onto the vehicles interior(Fig. 1).



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Fig. 1 HVAC Housing - Dual Zone Shown, Single Zone Typical

- 1 - NUT
- 2 - PASSENGER BLEND DOOR ACTUATOR
- 3 - NUT
- 4 - INLET BAFFLE
- 5 - RECIRCULATION DOOR ACTUATOR
- 6 - RECIRCULATION DOOR
- 7 - DRIVER SIDE BLEND DOOR ACTUATOR
- 8 - HVAC HOUSING
- 9 - BOLT
- 10 - DEFROSTER DOOR ACTUATOR
- 11 - MODE DOOR ACTUATOR

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- 13. Separate the HVAC housing case halves.
 - 14. Remove all of the attached parts from the lower case half.
 - 15. Discard the defrost door and the lower case half.
 - 16. Install a new coupler, p/n 05019632AA onto the defrost door , p/n 05073964AA.
 - 17. Install the new defrost door into the new lower case half, p/n 05127758AA.
 - 18. Install the actuator and the remaining attaching parts removed from the lower case half, into the new case half.
 - 19. Assemble the case halves.
 - 20. Install the housing and previously removed parts by reversing the removal procedure.
Replace the A/C line fitting O-rings.
 - 21. Fill the cooling system.
 - 22. Connect the battery.
 - 23. Charge the A/C system.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
24-65-31-94	Replace Lower Housing and Defrost Door	3.2 Hrs.

FAILURE CODE:

11	Broken
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