

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Subject: FW: Hotline Message
Date: Wednesday, March 13, 2013 4:40:56 PM
Importance: High

The vehicle is a 2002
Chrysler PT Cruiser, the failures are; no instrument panel illumination, fuel and oil leaks, brake
warning light comes when applying brakes, and inoperative windshield wiper switch.

Entered on 02/11/2013 at 11:01:48 EST (GMT-0500) by [REDACTED]
To: The National Highway Traffic Safety Administration:
I have tried to email Mr. Randy Reid at his email address and have not
received a reply. Can you please forward this email so that he receives
this directly?

[REDACTED]

On Mon, Feb 4, 2013 at 6:57 AM, [REDACTED] wrote:

>
>
>
> ----- Forwarded message -----
> From: [REDACTED]
> Date: Sun, Feb 3, 2013 at 7:35 PM
> Subject: Request for Assistance from NHTSA:
> To: [REDACTED]
>
>
> **
>
> [REDACTED] - ***** [REDACTED] **** - **** Albion**,
> **Michigan** ** [REDACTED] *****
>
> ** **
>
> Randy Reid, Chief - Correspondence Research Division - Enforcement****
>
> National Highway Traffic Safety Administration's - Office of Defects
> Investigation. randy.reid@dot.gov****
>
> ** **
>
> Thank you for your reply **01-25-2013**. I am a ****Michigan****handicapper and
need your assistance with the following. I am asking NHTSA
> to approve "Goodwill Repairs" to my vehicle and to schedule an appointment
> as soon as possible on my behalf. Please review the following:

RR
031513
SMD

>
>

Contact Information:

Last Name: [REDACTED]

First Name: [REDACTED]

Country: United States

Phone: [REDACTED]

Email Address: [REDACTED] **NHTSA ID:** 436133

Contact Source: Owner

Attachments: clip_image006_20130211110146_435736.jpg
clip_image018_20130211110146_464179.jpg clip_image004_20130211110146_492080.jpg
clip_image016_20130211110146_524169.jpg clip_image002_20130211110146_552805.jpg
clip_image014_20130211110146_581764.jpg clip_image012_20130211110146_609084.jpg
clip_image010_20130211110146_635465.jpg clip_image008_20130211110146_659351.jpg

DAIMLERCHRYSLER

SAFETY RECALL TO REPROGRAM YOUR VEHICLE'S INSTRUMENT CLUSTER

Dear PT Cruiser or Grand Cherokee Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some 2002 model year Chrysler PT Cruiser and Jeep® Grand Cherokee vehicles.

The problem is...

The instrument cluster gauges, illumination and warning systems on your vehicle (identified on the enclosed form) may become inoperative. This may distract the driver and cause an accident.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will reprogram your vehicle's instrument cluster. The work will take about ½ hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety...

- **Simply contact your dealer right away to schedule a service appointment.**
- **Bring the enclosed form with you to your dealer.** It identifies the required service to the dealer.

If you need help...

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.

If you have already experienced the problem described above and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation

994

***Buckle up
for Safety***

GOODWILL REPAIR ACKNOWLEDGEMENT

Cole Chrysler Jeep Dodge, 15514 W Michigan Ave
Marshall, MI 49088 (269)781-9191

Rick DeLoof - Service Director
rde loof@coleautomotive.com

Dealership Name _____ Representative _____

Customer Name(s) _____

Home Telephone _____ Work Telephone _____ N/A

Vehicle Description 2002 Chrysler PT Cruiser (White) 4-148 2.4L DOHC 3C8EY68B52T _____
Year Make Model VIN

Odometer Reading EST. 180,000 Miles License No. _____ Date 02-04-2013

I hereby authorize the Dealership to operate my vehicle on public streets for testing purposes in connection with its rendering of the following repairs:

Daimler Chrysler's Safety Recall to Reprogram your vehicle's instrument cluster.

Note: No lights on the dashboard completely dark - cannot see at night. e-VIP Toolbar

Summary Report 2 pages, Daimler Chrysler October 2001 Safety Recall Number 994

Reprogram Mechanical Instrument Cluster 1-5 pages. Re-checked fuel in oil multiple

leaks Recall No. B23. Note: Electrical switch on the dashboard with rear windshield
wipers have become inoperative.

Note: Electrical brake light flashes when the brakes are pressed.

By signing below, I acknowledge that the above-listed repairs that I am requesting the Dealership to attempt are not covered under the terms of any warranty and that the Dealership is not obligated to perform them. I understand that the Dealership is in no way creating a warranty of any kind on my vehicle by attempting the "goodwill" repairs to the vehicle at no charge to me. I also understand that the DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE RELATING TO THIS REPAIR AND ALL GOODS AND SERVICES UTILIZED AND/OR PERFORMED IN CONJUNCTION WITH THIS REPAIR. I further agree that the Dealership will not be liable for any damage to my vehicle or its contents due to fire, theft, an act of nature, or any cause beyond the Dealership's control.

The Dealership will return replaced parts to me unless they are subject to a manufacturer's warranty, a core charge or I specify otherwise on this Goodwill Repair Acknowledgement.

☒ I hereby request that the Dealership discard any replaced parts.

Customer

02-04-2013

Date

Customer

Date

Authorized Dealership Representative

Date

eVIP Toolbar Summary Report

Dealer: 00000 - Cole Chrysler

Date: January 24, 2013 Time: 09:55:42

VIN: 3C8FY6886ZT

Dealer Entered Name: WHIT

Dealer Entered Odometer: 181385 miles

STRICTLY CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with Chrysler Group LLC. All information provided is based on entries provided by DEALER.

Warning Message				
1:DEALER MUST CONFIRM LAST NAME				
Vehicle Restriction				
Vehicle Restriction	LOP(s) Restricted	Part(s) Restricted	Part/LOP Description	
1: NO RESTRICTIONS				
Vehicle Information				
Year/Model:	2002 CHRYSLER PT CRUISER LIMITED 4-DOOR HA		Last Odometer:	
Body Style:	PTC84		In-Service Date:	
Engine:	H DOHC 16V SMPI Engine		In-Service Odometer:	
Transmission:	DOE 4-Speed Automatic Transmission		Odometer Type:	
Color 1:	PW1-Silver White Clear Coat		Car Line:	
Color 2:	QW1-Silver White CC		Build Date:	
Current Market Register:	USA		Hour:	
Book:	F			
Vehicle Owner Information				
Name:			Preferred Name:	
Address:			City:	
State/Province:	MI		Postal Code:	
Country:	USA		Language Preference:	
Telephone-Home:			Telephone-Business:	
Fax:			Original Owner:	
Recall Information				
Incomplete Recall - No Incomplete Recall Information Available				
Complete Recall Information				
Recall Number	Description	Launch Date	Repair Date	
B23	FUEL PUMP MODULE SECONDARY SEAL	August 4, 2002	February 2, 2004	
D18	POWER STEERING PRESSURE HOSE	September 15, 2004	October 28, 2004	
Warranty Coverage Summary				
1:REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS				
2:WARRANTY COVERAGE GOES WITH THE VEHICLE. INFORM CHRYSLER OF ANY SUBSEQUENT OWNER'S NAME AND ADDRESS CHANGES USING THE SALES TAB IN DEALERCONNECT.				
Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC	36 Months or 36000 miles	0 USD	June 4, 2005	Expired
POWERTRAIN	36 Months or 36000 miles	0 USD	June 4, 2005	Expired
PERFORATION	60 Months or 100000 miles	0 USD	June 4, 2007	Expired
EMISSIONS	36 Months or 36000 miles	0 USD	June 4, 2005	Expired
ADJUSTMENT	36 Months or 36000 miles	0 USD	June 4, 2005	Expired
AIR CONDITIONING	36 Months or 36000 miles	0 USD	June 4, 2005	Expired
EXTENDED-FEDERAL EMISSIONS	90 Months or 80000 miles	0 USD	June 4, 2010	Expired
WCC	Roadside Assistance	Towing Assistance	Master Shield	Transferable Powertrain Warranty

eVIP Toolbar Summary Report

Dealer: 00000 - Cole Chrysler

Date: January 24, 2013 Time: 09:55:42

VIN: 3C8FY66B52T

Dealer Entered Name: WHIT

Dealer Entered Odometer: 181385 miles

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336	Yes	N/A	N/A	No
Service Contract(s) No Service Contracts Available				
Service History				
Repair Date	Dealer/Payee	Claim Number	Repair Odometer	Transaction Type
October 25, 2004	88944 - STORY CHRY-JEEP 19018182 - Safety Recall No. 015-410905	034157	30425 miles	2004111 RECALL REPAIR
July 16, 2004	45178 - JIM RIEHL'S FRIENDLY CHRYSLER 08301008 - Actuator/motor, electric door	000750	21289 miles	2004074 WARRANTY
February 2, 2004	88944 - STORY CHRY-JEEP 14823182 - Recall B23	028978	22046 miles	2004021 RECALL REPAIR
May 13, 2003	88944 - STORY CHRY-JEEP 95900040 - Road Ready	PREP MV	0 miles	2002053 PREPARATION
Vehicle Sale Information				
Selling Dealer:	88944 - STORY CHRY-JEEP	Sales Type:	R - DIRECT RETAIL	
City:	LANSING	State/Province:	MI	
Country:	USA	Telephone:	(517)331-0400	
No Vehicle DTC's				

DAIMLERCHRYSLER

October 2001

Dealer Service Instructions for:

Safety Recall No. 994 - Reprogram Mechanical Instrument Cluster (MIC)

Models

2002 (PT) Chrysler PT Cruiser

NOTE: This recall applies only to the above vehicles built through August 16, 2001 (MDH 081610).

2002 (WJ) Jeep Grand Cherokee

NOTE: This recall applies only to the above vehicles built through August 17, 2001 (MDH 081708).

IMPORTANT: Many of the vehicles within the above build period have already been repaired and, therefore, have been excluded from this recall.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to stop sale and complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the DIAL VIP System.

Subject

The instrument cluster gauges, illumination and warning systems on about 52,000 of the above vehicles may become inoperative. This may distract the driver and cause an accident.

Repair

The Mechanical Instrument Cluster (MIC) software must be reprogrammed (flashed) using the DRBIII scan tool.

Parts Information

No parts are required to perform this service procedure.

Service Procedure

The MDS2 (Mopar Diagnostic System) with the DRB III[®] (Diagnostic Readout Box scan tool) operating at CIS CD2092 or higher is required to perform this repair.

NOTE: The MDS2 refers to the mechanical instrument cluster as a MIC.

1. Log onto the MDS2 system.
2. Connect the MDS2 (Mopar Diagnostic System) and DRB III (Scan Tool) to the vehicle and switch the **IGNITION KEY TO "ON"**.

NOTE: The MDS2 and DRB III should begin to "Auto Connect" within a few seconds after all connections have been made.

3. If the "Auto Connect" does not initialize, use the arrow keys and select #2 **CONNECT TO MDS2** on the DRB III MAIN MENU SCREEN.
4. Once MDS2, DRB III and vehicle communication have been established, the **CANNOT READ VIN FROM DRB III** message will be replaced by the **VEHICLE VIN**.
5. Select the **YEAR, MODEL and ENGINE** in the "YME Session" portion of the screen. Then **SELECT THE CORRECT MODEL** shown on the vehicle selection box. Press the "OK" button to request a MDS2 SESSION FOR THE VEHICLE VIN INDICATED.
6. Push the **FLASH TAB** on the MDS2.

Reprogram Mechanical Instrument Cluster (MIC)

Service Procedure (Continued)

7. Select "USE CURRENTLY SELECTED VEHICLE" and click **SHOW UPDATES** on the MDS2.
8. Select the **NEW SOFTWARE PART NUMBER** with the light pen and click **UPDATE CONTROLLER SOFTWARE**.

NOTE: If the mechanical instrument cluster (MIC) software on the vehicle has already been updated or reprogrammed, a Flash Update Information Box will appear that says "Part number (updated part number is displayed) is up to date and does not require any new updates."

IMPORTANT: If the following message appears in the DRB III screen, **THE INSTRUMENT CLUSTER SOFTWARE DOES NOT NEED TO BE UPDATED (FLASHED)**. "Incorrect update loaded for this controller. Select read part number(s) from vehicle and try again."

9. The MDS2 and DRB III will prompt for any operator action needed during the remainder of the reprogramming process.

NOTE: Due to the MIC flash procedure, diagnostic trouble codes (DTC's) may be set in other modules (PCM, ETAX, BCM, ACM, SKIM, ABS) within the vehicle (if so equipped). Some DTC's may cause the Malfunction Indicator Light (MIL) to illuminate. All of the DTC's relate to a loss of communications with the module that is being flashed. Check all modules, record the trouble codes, and erase the trouble codes prior to returning the vehicle to the customer. Erase any trouble codes in the PCM only after all other modules have had their trouble codes erased.

Reprogram Mechanical Instrument Cluster (MIC)**Completion Reporting and Reimbursement**

Claims for vehicles that have been serviced must be submitted on the DIAL System. Claims submitted will be used by DaimlerChrysler to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
MIC update previously performed	08-99-41-81	0.2 hours
Reprogram mechanical instrument cluster	08-99-41-82	0.3 hours

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Parts Return

Not applicable.

Dealer Notification and Vehicle List

All dealers will receive a copy of this dealer recall notification letter by first class mail. Two additional copies will be sent through the DCMMS, and the MDS2 will be updated to include this recall in the near future. **Each dealer to whom involved vehicles were invoiced (or the current dealer at the same street address) will receive a list of their involved vehicles.** The vehicle list is arranged in Vehicle Identification Number (VIN) sequence. Owners known to DaimlerChrysler are also listed. The lists are for dealer reference in arranging for service of involved vehicles.

Reprogram Mechanical Instrument Cluster (MIC)

DIAL System Functions 53 and VIP

All involved vehicles have been entered to DIAL System Functions 53 and VIP for dealer inquiry as needed.

Function 53 provides involved dealers with an updated VIN list of their incomplete vehicles. The customer name, address and phone number are listed if known. Completed vehicles are removed from Function 53 within several days of repair claim submission. To use this system, type "53" at the "ENTER FUNCTION" prompt, then type "ORD994".

Owner Notification and Service Scheduling

All involved vehicle owners known to DaimlerChrysler are being notified of the service requirement by first class mail. They are requested to schedule appointment for this service with their dealers. A copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification Form. The involved vehicle and recall are identified on the form for owner or dealer reference as needed.

Vehicle Not Available

If a vehicle is not available for service, let us know by filling out the pre-addressed Owner Notification Form or describe the reason on a postcard and mail to:

DaimlerChrysler Corporation
CIMS 482-00-85
800 Chrysler Drive East
Auburn Hills, Michigan 48326-2757

Additional Information

If you have any questions or need assistance in completing this action, please contact your Zone Service Office.

Customer Services Field Operations
DaimlerChrysler Corporation