

# DAIMLERCHRYSLER

6/3/06

June 1, 2006

DaimlerChrysler Corporation

Stephan J. Speth

Director

Vehicle Compliance & Safety Affairs

Mr. Jeffrey L. Quandt  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
U.S. Department of Transportation  
400 Seventh Street, SW  
Washington, D.C. 20590

Dear Mr. Quandt:

This document provides an update as requested per EA05-018 Q11, regarding alleged 5.7L V8 engine stalling while driving on 2004-2005 model year Dodge Durango sport utility vehicles and Dodge Ram pickup trucks. This update provides warranty claims that may be related to the alleged defect that were received by DaimlerChrysler Corporation ("DCC") between April 1, 2006 and April 30, 2006. DCC has conducted a reasonable and diligent search of records kept in the ordinary course of business for such information. By providing the information contained herein, DCC is not waiving its claim to attorney work product and attorney-client privileged communications.

1. **State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by DaimlerChrysler to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with any technical service bulletin or customer satisfaction campaign.**

**Separately, for each such claim, state the following information:**

- a. **DaimlerChrysler's claim number;**
- b. **Vehicle owner or fleet name (and fleet contact person), address, and telephone number;**
- c. **VIN;**
- d. **Repair date;**
- e. **Vehicle mileage at time of repair;**
- f. **Repairing dealer's or facility's name, telephone number, city and state or ZIP code; name of dealer contact knowledgeable about the vehicle repair**
- g. **Labor operation number;**
- h. **Problem code;**
- i. **Replacement part number(s) and description(s);**

- J. Whether there is a coincident claim for towing (within one week of the claim relating to the alleged defect);
- K. Concern stated by customer; and
- L. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2003, or a compatible format, entitled "WARRANTY DATA."

- A1. There are eight applicable labor operation codes (LOPs) that may apply to the alleged condition. The claims by vehicle count for the 2004 MY through 2005 MY Dodge Durango sport utility vehicles and Dodge Ram pickup trucks with 5.7L V8 engines that have been manufactured for sale or lease in the United States are shown in the tables below.

Labor Operation Code	2004 MY	2005 MY	Total Claims
08-19-06-01	9	13	22
08-19-06-02	0	0	0
08-19-06-50	0	0	0
08-19-06-94	1	0	1

The LOPs in the above table are LOPs that are for either powertrain control module ("PCM") replacement, PCM program, or to check/adjust the PCM. There are a number of reasons for PCM service, not solely for complaints due to the alleged condition.

Labor Operation Code	2004 MY	2005 MY	Total Claims
08-19-48-99	7	31	38

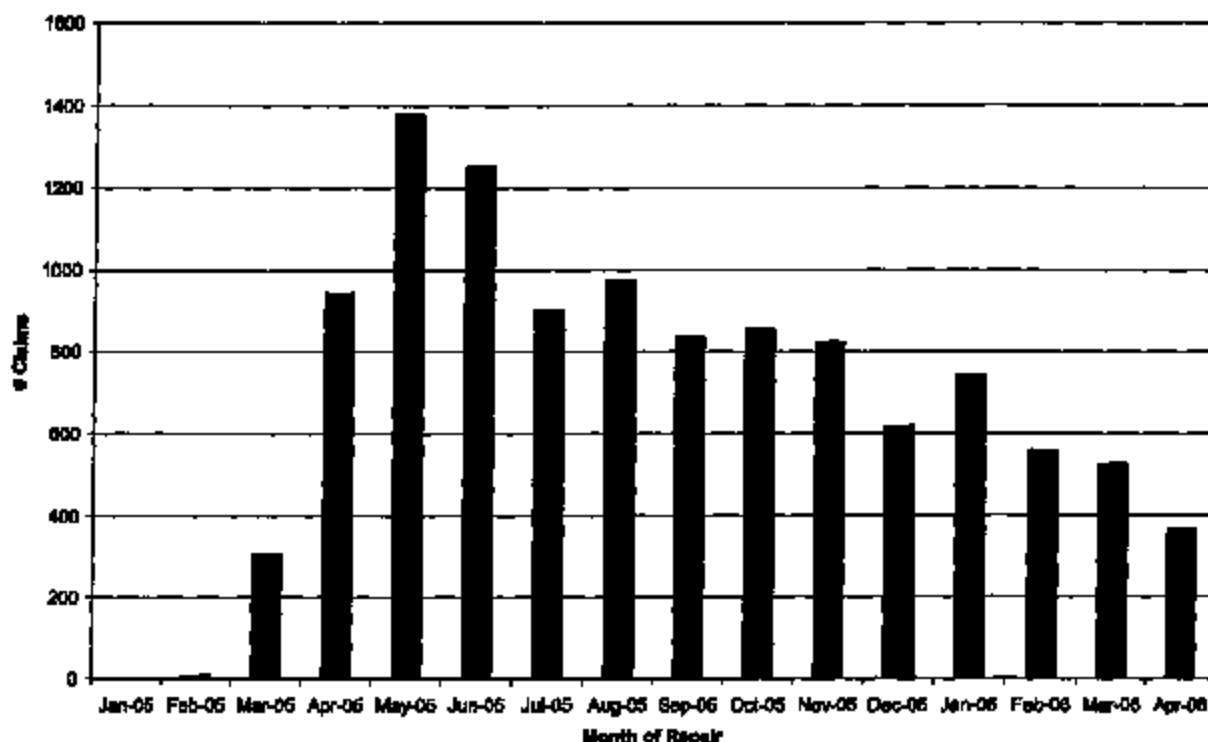
LOP 08194899 is the LOP solely associated with Technical Service Bulletin ("TSB") 18-002-05. This TSB was issued mainly to address passenger compartment resonance (boom). In addition, it contains software improvements to address rough idle. It is impossible to determine which claims, if any, may be related to the alleged condition.

Labor Operation Code	2004 MY	2005 MY	Total Claims
08-19-43-91	176	191	367

LOP 08194391 is the LOP solely associated with TSB 18-013-05 Rev. A. This TSB was issued to address idle fluctuations, rough idle and malfunction indicator lamp ("MIL") illumination, but may have been applied by service personnel to vehicles to address, among other things, reports of stalling while driving. It is impossible to determine which claims, if any, may be related to the alleged condition.

Often times when a vehicle is brought into a dealership for service, technicians will search for any TSBs that are applicable to the vehicle and apply them, even though the complaint may not be related to the issue that a given TSB would address.

**LOP 08194391 Claims by Month of Repair**  
**TSB 18-013-05 Rev. A**



Labor Operation Code	2004 MY	2005 MY	Total Claims
85-41-08-00	22	25	47
85-41-09-00	9	11	20

LOPs 85410800 (Electrical) and 85410900 (Engine) are generic diagnostic LOPs that are charged when no repair is made, but to compensate the dealer for diagnostic time. Any complaint involving the electrical or engine system could fall under these two LOPs, the vast majority of which do not involve stalling. Note that complaints other than stall while driving fall under this failure code (i.e., no starts, start & stall, stalling at idle, etc).

Most warranty claims do not have associated narrative data. Only 2 were found that may relate to the alleged condition and are provided with the warranty claim details.

There were 2 towing claims within a one week period of all warranty claims reported.

DCC's warranty system is designed to compensate dealers for repairs made, and cannot be reliably used to determine any trend related to the alleged condition. It is impossible to determine the reason for each particular warranty claim. There are other random issues that are not related to the alleged condition, yet may still trigger replacement of the subject components.

The detailed response that lists the warranty claims as requested in Items a. through l. is provided in Enclosure 1 as a Microsoft Access 2000 table, titled "WARRANTY DATA".

Please note that this data reflects all claims paid between April 1, 2006 and April 30, 2006.

DCC has not identified a single causal factor that may be responsible for the reported stalling events occurring in the 2004 and 2005 MY Dodge Durango and Dodge Ram pickup trucks equipped with 5.7L engines. All, or nearly all, of these vehicles were evaluated by our trained dealership technicians, and the alleged condition was not repeatable nor did it leave any fault codes identifying a problem with the subject component. All of the vehicles in the population are covered by DCC's 8 year / 80,000 emission system warranty, which will correct free of charge any identified issue with the PCM.

DCC has not identified a single failure mechanism responsible for the alleged stalling events. Based on calibration development experience, most stalling conditions can be explained by idle undershoot during transient load and/or environmental conditions. The field input suggests that stalling due to calibration related issues does not typically occur during steady state operation with a warm engine. In addition, problems with any of the hardware providing input to the engine control software would generate a fault code and/or illuminate the MIL, which is not the case.

The corrective measures that have been taken to date have significantly reduced the number of occurrences of alleged stalling events in those vehicles where no causal condition could be identified. DCC is not aware of a single stalling event involving death, injury or property damage. Accordingly, DCC believes there is no unreasonable risk to motor vehicle safety and this investigation should be closed.

Sincerely,



Stephan J. Speth

Enclosure