

WE HAVE MOVED:

Please use the following fax number for **ALL** EAA transactions: **586-753-3335**. Our new address is: 28635 Mound Road, Warren, MI 48092-3499. Tina Martin's new direct-dial phone number is: **586-753-3326**. Thanks!



28635 Mound Road
Warren, Michigan 48092-3499
(586) 753-3328
FAX (586) 753-3335

Facsimile Cover Sheet
DaimlerChrysler Vehicle Investigation Report (VIR)

Owner:	[REDACTED]
EAA No:	DF01- 47903
CAIR No:	9510901

Transmitting <u>3</u> pages. If transmission not complete, please call the above phone number.
--

To:	Jim Williams
Phone No:	
Fax No:	843-423-3176

From:	Tina Martin
Date Faxed:	1-4
Due Date:	1-9

Please acknowledge promptly by FAX or phone.

Receipt of CAIR and Accepting case for investigation ☒ YES ☐ NO DATE 1-4-02

Fax Coversheet for DaimlerChrysler (Service Associate Use Only)
(also fax to EAA for closure)

Closure Date: 1.7.02

DaimlerChrysler Fax Number: 248-512-8748

Number of pages (including cover) 11
TO:

- | | |
|---|---|
| <input type="checkbox"/> Bennis (248) 944-7036 | <input type="checkbox"/> Martell (248) 944-7038 |
| <input checked="" type="checkbox"/> Bott (248) 944-7056 | <input type="checkbox"/> Susalla (248) 944-7039 |
| <input type="checkbox"/> Gilbert (248) 944-7037 | <input type="checkbox"/> Porterfield (248) 944-7134 |

Comments:

Should you have any questions, please call me

Supplemental Memo to File
CAIR 9510901 - Miller

The condition described under Recall # 973 does not exist in the case vehicle. Neither has this vehicle been exposed to "snowbelt" conditions. Vehicle purchased and utilized in SC.

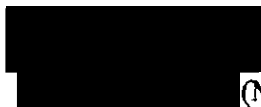
However the secondary hood latch release handle LOWER BRACKET has separated which causes the secondary latch to stick in an open position. Attachment 1 is a diagram which displays the components of the secondary hood latch mechanism. Attachment 2 is a drawing which shows the lower bracket and identifies the point of the referenced separation.

Whenever these two layers are attached, the handle-to-latch rod slides through the hole with no binding. However, when the lower layer (plastic) pulls away from the upper layer, this causes a misalignment of the handle-to-latch rod access hole and the rod binds, leaving the secondary latch in an open position.

Inspector was able to use hand tools and latch the hood latching mechanism, which remained latched until the interior release handle was pulled, at which time the hood latch disengaged.

Inspector could not replicate a condition under which the hood latch would disengage, however, if the hood latch were to disengage, the condition described above could result in the secondard hood latch being in the "released" position which could permit the hood to be fully raised.

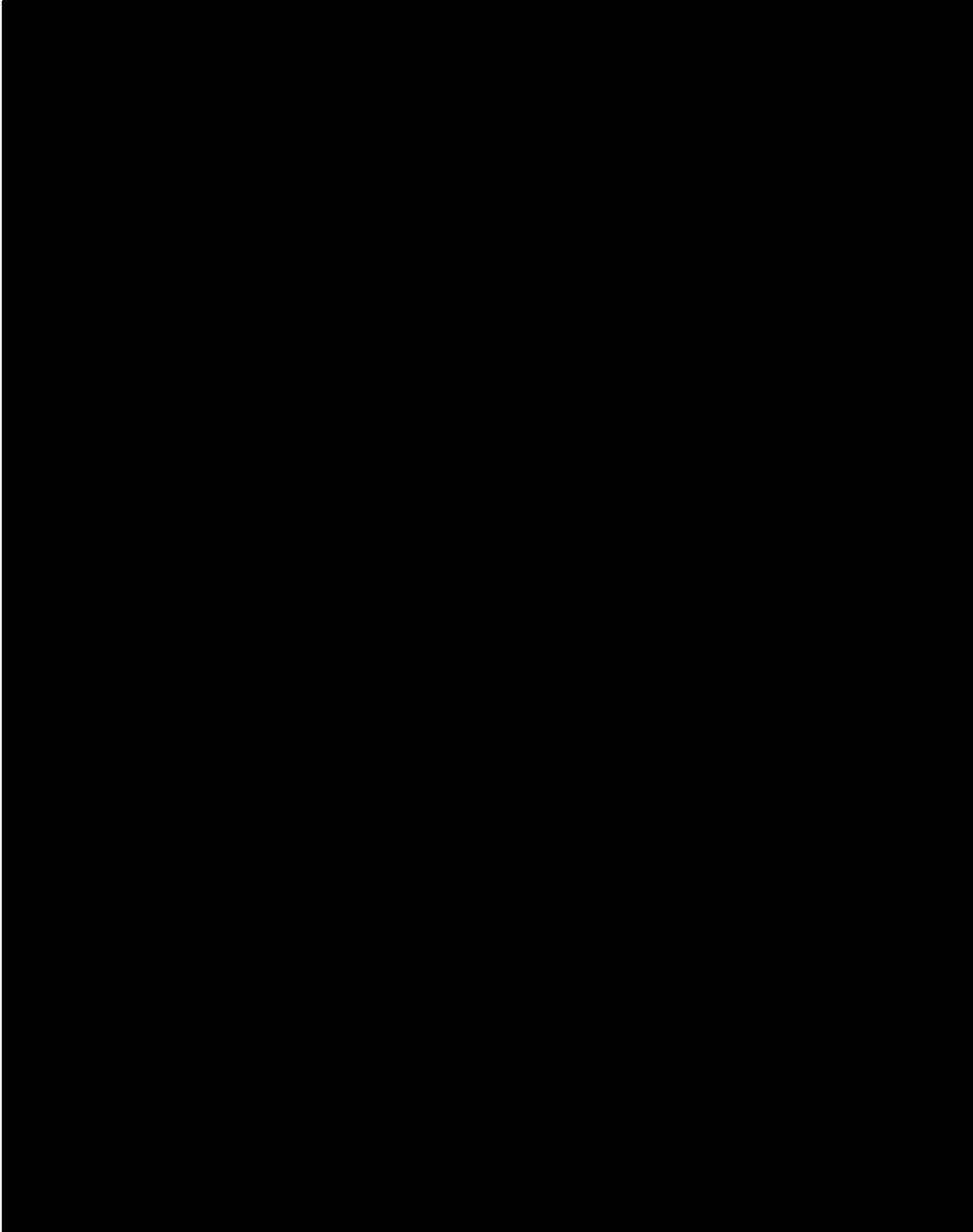
Owner insist that hood has not been opened for 30-45 days.

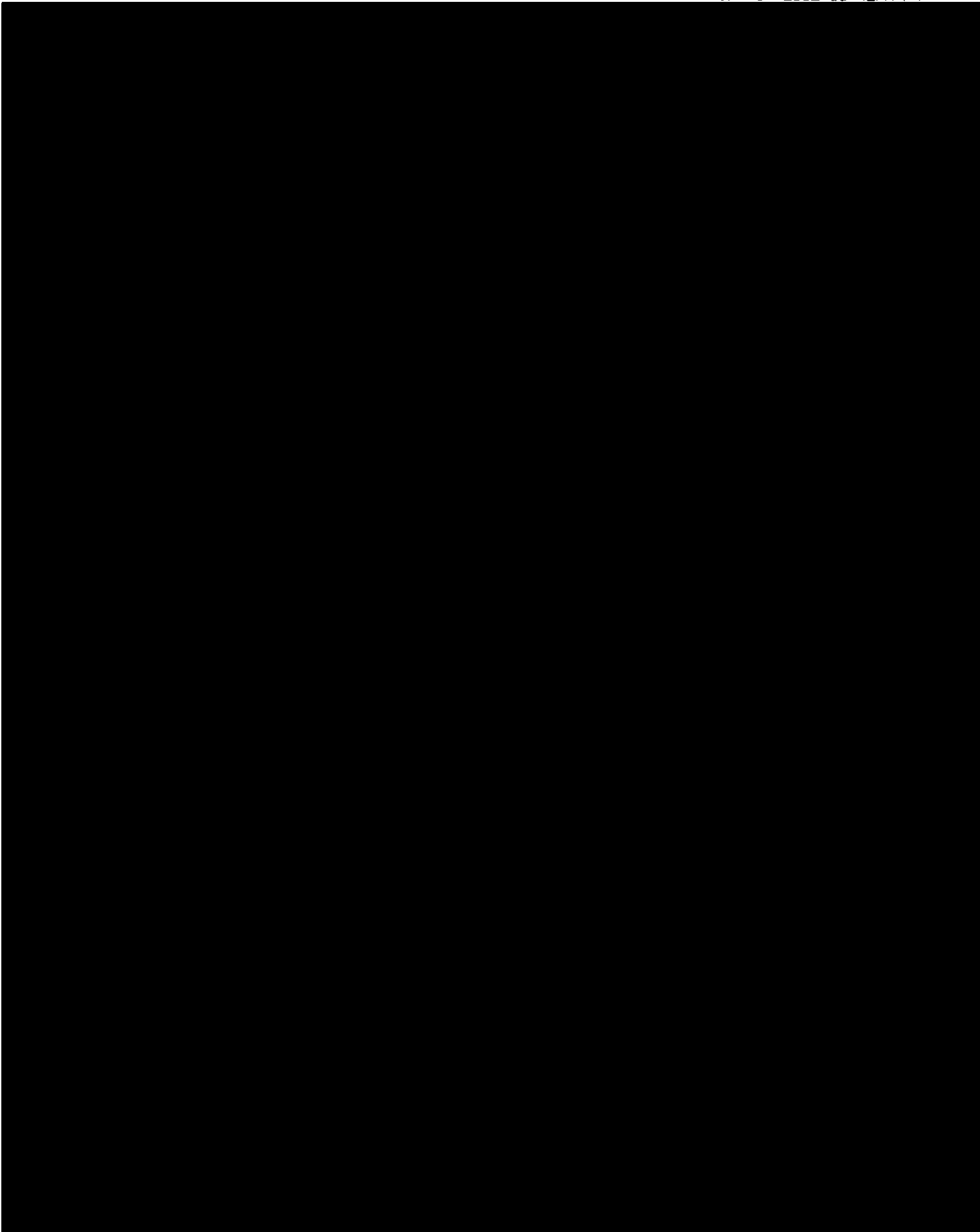

(Mobil)
Monday, January 07, 2002

FROM :

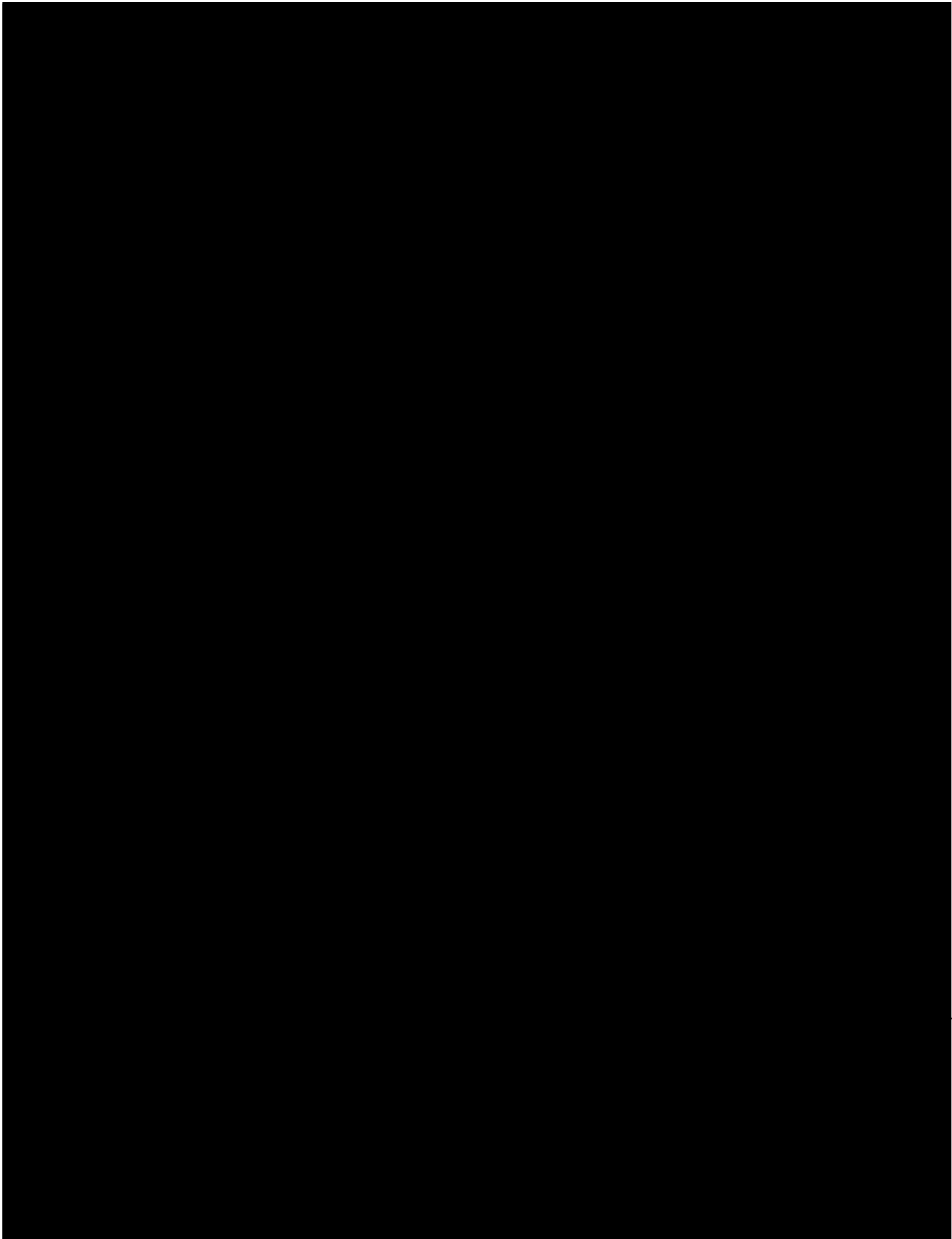
PHONE NO. : 18434233176

Jan. 07 2002 11:41PM P3





[REDACTED]



Interim Customer Notice Safety Recall No. 973W
Lubricate Secondary Hood Latch

CAIR 9570901

ATTACHMENT 1

Page 3

Service Procedure**Secondary Hood Latch Lubrication:**

- With the engine OFF, open the hood.
- Using Mopar Spray White Lube (Lithium Grease) or equivalent, spray the secondary hood latch pivot pin and return spring (Figure 1).
- Activate the secondary latch several times to ensure that the latch fully returns to the closed position and does not bind or stick.
- Close the hood, making sure that the primary latch is engaged.

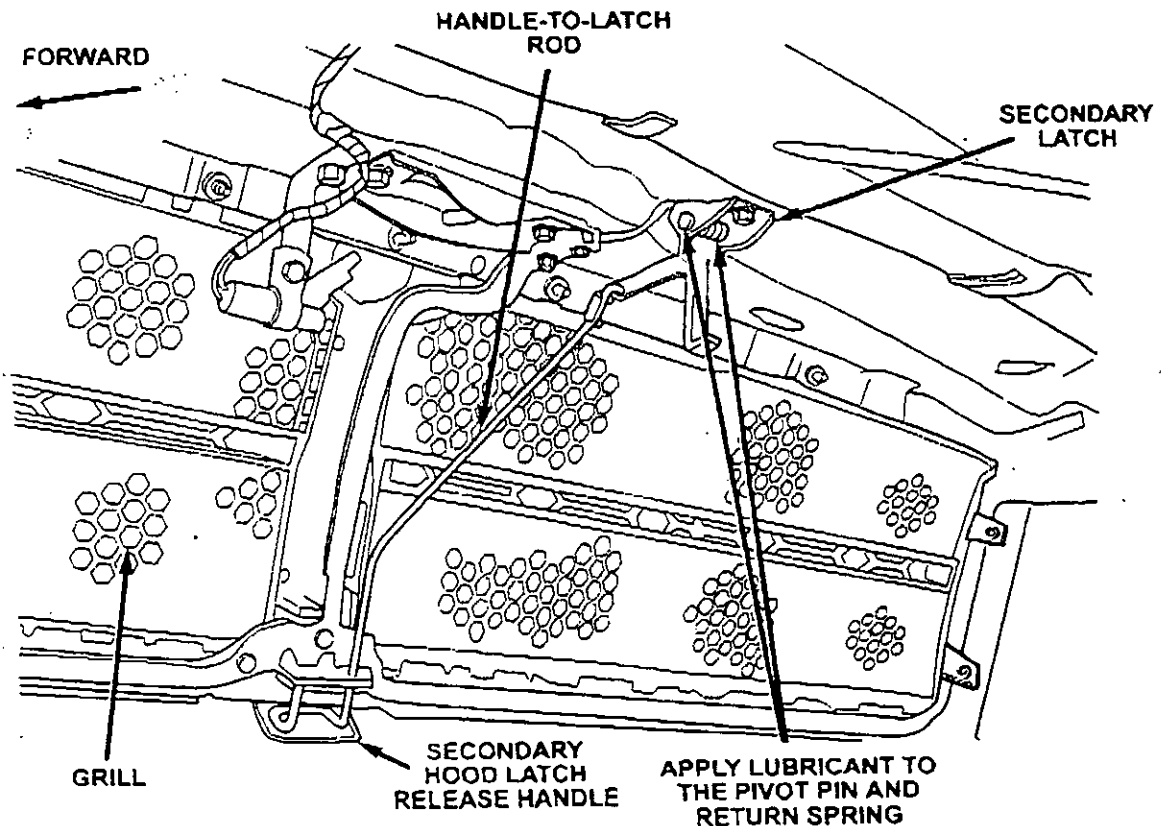
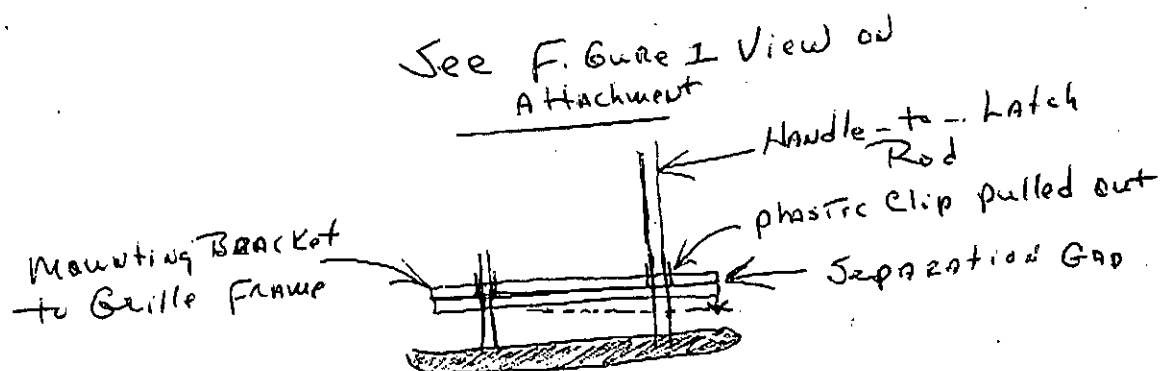


Figure 1 – Underhood View Shown

CAIR 9510901 ATTACHMENT 2



This is view from engine position, looking forward.

CAIR-95TD901

01/07/2002 at 09:47 AM
66400

Job Number:

BELL & BELL COLLISION REPAIR CENTER
BELL & BELL COLLISION & REPAIR CENTER
HIGHWAY 9 & 57
LITTLE RIVER, SC 29566
(843) 399-8300 Fax: (843) 399-1498

ESTIMATE OF RECORD

Written by: FREDDIE PEAVY # 01/02/2002 01:37 PM
Adjuster: HS 25944930NIR12302 #

Insured	[REDACTED]	Claim #4934045693-01
Owner	[REDACTED]	Policy #
Address	[REDACTED]	Deductible: 500.00
	LONGS, SC	Date of Loss: 12/30/2001
Other:	[REDACTED]	Type of Loss: Comprehensive
Day:	[REDACTED]	Point of Impact: 28. Glass

Inspect BELL & BELL COLLISION REPAIR CEN Business: (843) 399-8300
Location: HIGHWAY 9 & 57
LITTLE RIVER, SC 29566

Insurance ALLSTATE INSURANCE COMPANY
Company:

4 Days to Repair

2001 DODG BR1500 4X4 QUAD CAB 8-5.9L-FI 4D SHORT BLACK Int:
VIN: 3B7HF13ZX1G [REDACTED] Lic: [REDACTED] SC Prod Date: 04/2000 Odometer: 31618
Air Conditioning Tilt Wheel Cruise Control
Intermittent Wipers Dual Mirrors Clear Coat Paint
Power Steering Power Brakes Power Windows
Power Locks Power Mirrors AM Radio
FM Radio Anti-Lock Brakes (2) Driver Airbag
Passenger Airbag Split Bench Seats Rear Step Bumper
Automatic Transmission Styled Steel Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1#		DATE OF COMPLETION 01/10/02	1				
2#	Subl	GLASS CLAIMS EX 1-888-513-0010	1	25.00	X		

CAIR-9510901

01/07/2002 at 09:47 AM
66400

Job Number:

ESTIMATE OF RECORD

2001 DODG BR1500 4X4 QUAD CAB 8-5.9L-FI 4D SHORT BLACK Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
3		HOOD & GRILLE					
4	Repl	Hood from 12-6-93	1	625.00		1.5	3.2
5		Add for Clear Coat					1.3
6		Add for Underside(Complete)					1.6
7		Add for Clear Coat					0.3
8	Repl	Insulator	1	44.75		Incl.	
9	Repl	RT Hinge from 10-20-97	1	76.50		0.3	0.3
10	Repl	LT Hinge from 10-20-97	1	76.50		0.3	0.3
11	Repl	RT Decal "SPORT" silver	1	38.35		0.3	
12	Repl	LT Decal "SPORT" silver	1	38.35		0.3	
13	Repl	Safety catch	1	11.25		Incl.	
14	Repl	Lock	1	31.35		0.5	
15		WINDSHIELD					
16*	Repl	Windshield Chrysler	1			0.0	
Subtotals ==>				967.05		3.2	7.0

Estimate Notes:

. LOOK LIKE HOOD FLEW UP

Parts			942.05
Parts Discount	\$ 942.05	-10.0%	-94.21
Body Labor	3.2 hrs @ \$ 32.00/hr		102.40
Paint Labor	7.0 hrs @ \$ 32.00/hr		224.00
Paint Supplies	7.0 hrs @ \$ 18.00/hr		126.00
Sublet/Misc.			25.00
SUBTOTAL			\$ 1325.24
Sales Tax	\$ 847.84 @	5.0000%	42.39
GRAND TOTAL			\$ 1367.63

FROM :

PHONE NO. : 18434233176

Jan. 07 2002 11:46PM P11

CAIA 9570901

01/07/2002 at 09:47 AM
66400

Job Number:

ESTIMATE OF RECORD

2001 DODG BR1500 4X4 QUAD CAB 8-5.9L-FI 4D SHORT BLACK Int:

ADJUSTMENTS:

Deductible	500.00

CUSTOMER PAY	\$ 500.00
INSURANCE PAY	\$ 867.63

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted, all items are derived from the Guide DR3TA94 Database Date 8/2001 and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Non-Original Equipment Manufacturer aftermarket parts are described as AM or Qual Repl Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided from National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries.

Pathways - A product of CCC Information Services Inc.