



March 16, 2012

Mr. D. Scott Yon, Chief  
Vehicle Integrity Division, NVS-214  
U.S. Department of Transportation

National Highway Traffic Safety Administration (NHTSA)  
Office of Defects Investigation (ODI)  
Room W48-304  
1200 New Jersey Avenue SE  
Washington, D.C. 20590

Reference: NVS-212am; EA11-010

Dear Mr. Yon:

Attached is Chrysler Group LLC's ("Chrysler") response for Questions 9 through 14, Question 18, Question 20, and Question 22 of the referenced inquiry. By providing the information contained herein, Chrysler is not waiving its claim to attorney work product and attorney-client privileged communications.

By agreement with ODI, the remaining responses will be submitted as they become available.

Sincerely,

A handwritten signature in cursive script that reads "David D. Dillon".

David D. Dillon

Attachment and Enclosures

**Preliminary Statement**

On April 30, 2009 Chrysler LLC, the entity that manufactured and sold the vehicles that are the subject of this Information Request, filed a voluntary petition for relief under Chapter 11 of Title 11 of the United States Bankruptcy Code.

On June 10, 2009, Chrysler LLC sold substantially all of its assets to a newly formed company now known as Chrysler Group LLC. Pursuant to the sales transaction, Chrysler Group LLC assumed responsibility for safety recalls pursuant to the 49 U.S.C. Chapter 301 for vehicles that were manufactured and sold by Chrysler LLC prior to the June 10, 2009 asset sale.

On June 11, 2009, Chrysler LLC changed its name to Old Carco LLC. The assets of Old Carco LLC that were not purchased by Chrysler Group LLC, as well as the liabilities of Old Carco that were not assumed, remain under the jurisdiction of the United States Bankruptcy Court – Southern District of New York (*In re Old Carco LLC, et al.*, Case No. 09-50002).

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**Note: Unless indicated otherwise in the response to a question, this document contains information through November 16, 2011, the date the information request was received.**

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Please repeat the applicable request verbatim above each response. After Chrysler's response to each request, identify the source of the information and indicate the last date the information was gathered.

**9. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Chrysler 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 a procedure specified in a technical service bulletin or customer satisfaction campaign.**

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

- a. Chrysler's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) 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;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s); If Body Control Module (BCM) was replaced, state what condition it was replaced for i.e. headlights out, headlights won't turn off etc.
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in a Microsoft Access 2007 file, or a compatible format, entitled "WARRANTY DATA."

A9. The subject vehicle warranty claims have been broken down below:

**Subject Vehicles - 2005 RS through 2007 RS**

| Labor Operation Code (LOP)                      | Claims        | % of Total |
|---|---------------|------------|
| 081902 Body Control Module                      | 48,775        | 58%        |
| 088036 Headlamp Switch                          | 18,709        | 22%        |
| 085031 Aero Headlamp Housing                    | 8,845         | 10%        |
| 081908 Front Control Module                     | 3,864         | 5%         |
| 085032 Aero Headlamp Bulb                       | 1,683         | 2%         |
| 0894BJ Engine & Front End Ground Wire Harness   | 1,127         | 1%         |
| 089075 Body Wire Harness                        | 401           | 0%         |
| 0894LC Engine & Front End Headlamp Wire Harness | 393           | 0%         |
| 0892BJ IP Ground Wire Harness                   | 348           | 0%         |
| 0892LC IP Headlamp Wire Harness                 | 186           | 0%         |
| <b>Total</b>                                    | <b>84,331</b> |            |

This table includes all unique paid claims for all subject components. The wiring harnesses and electronic control modules (BCM and FCM) facilitate many vehicle functions. As a result, the number of warranty claims shown here is significantly higher than would be generated if specific to the alleged conditions outlined in this investigation. Thus, Chrysler has not drawn conclusions regarding trends for the alleged condition in the subject vehicles based on warranty data alone.

The Access database includes 93,138 entries. Duplicate claims (i.e.: BCMs removed, sent for repair and reinstalled) and claims where the LOP failure codes or parts specified are not applicable were removed, leaving the 84,331 claims indicated in the table above. There are 76,622 unique VINs associated with these claims.

The detailed response that lists the warranty claims is provided in Enclosure 7 as a Microsoft Access 2010 table titled "WARRANTY DATA (EA11-010)."

**10. Describe in detail the search criteria used by Chrysler to identify the claims identified in response to Request No. 9, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Chrysler on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Chrysler offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.**

A10. The search criteria used by Chrysler to identify claims identified in the response to Request No. 9 can be found in the charts below:

**Subject Vehicles - 2005 RS through 2007 RS**

| Description of Repair                    | Labor Operation (LOP) |
|--|-----------------------|
| Body Control Module                      | 081902                |
| Headlamp Switch                          | 088036                |
| Aero Headlamp Housing                    | 085031                |
| Front Control Module                     | 081908                |
| Aero Headlamp Bulb                       | 085032                |
| Engine & Front End Ground Wire Harness   | 0894BJ                |
| Body Wire Harness                        | 089075                |
| Engine & Front End Headlamp Wire Harness | 0894LC                |
| IP Ground Wire Harness                   | 0892BJ                |
| IP Headlamp Wire Harness                 | 0892LC                |

| Failure Code | Code Description                 |
|--------------|----------------------------------|
| 11           | Broken or Cracked                |
| 14           | Short or Open                    |
| 18           | Circuit Open                     |
| 37           | Excessive Wear                   |
| 48           | Grounded or Shorted              |
| 58           | Internal Defect                  |
| 61           | Intermittent Operation           |
| 65           | Leaks                            |
| 83           | Connection Loose                 |
| 1C           | Connector Loose/ Not Attached    |
| 1T           | Terminal(s) Bent                 |
| 1W           | Wires Cut By Sharp Edge          |
| 2C           | Connector Broken / Fractured     |
| 2T           | Terminal(s) Broken / Fractured   |
| 2W           | Wires Cut By Moving Mechanism    |
| 3T           | Terminal(s) Corroded             |
| 3W           | Wires Cut By Bolt / Screw        |
| 4T           | Terminal(s) Not Properly Crimped |
| 4W           | Wires Burned / Damaged           |
| 5T           | Terminal(s) Pushed Out           |
| 5W           | Broken Splice in Harness         |
| 6T           | Terminal(s) Spread               |
| FM           | Flash Module                     |
| P8           | New Part                         |
| UC           | Uncodable                        |
| UR           | Containment Repair               |
| X2           | Split, Cut or Torn               |
| X6           | Terminal(s) Damaged              |

The standard warranty offered on the subject vehicles was 36 months / 36,000 miles. There was no extended warranty coverage for the subject components. Service contract options, which extend coverage on the subject components, were available for purchase through Chrysler's authorized dealers. Beyond standard warranty coverage, BCM claims (LOP 081902), FCM claims (LOP 081908), headlamp switch claims (LOP 088036), and wiring claims (LOPs 089075, 0892, and 0894) are covered by any "Added Care Plus" options, "Maximum Care" options, or "Certified Pre-Own" option for the 1<sup>st</sup> 3 months / 3,000 miles. The coverage choices available within these plans range from 36 months / 45,000 miles to lifetime / unlimited mileage. The total number of subject vehicles that are, or have been covered by one of the service contract plans is listed in Enclosure 8 – Extended Service Contracts Subject Conf Bus Info, which has been submitted under separate cover to the NHTSA Chief Counsel's Office with a request for confidential treatment.

Any service contract claims for the applicable labor operation codes are included in the warranty data being provided in response to Question 9. It should be noted that owners may have purchased additional service contract coverage

through other, third-party providers but Chrysler does not have access to that data.

**11. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Chrysler to date that relate to, or may relate to, the alleged condition in the peer 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 a procedure specified in a technical service bulletin or customer satisfaction campaign.**

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

- l. Chrysler's claim number;**
- m. Vehicle owner or fleet name (and fleet contact person) and telephone number;**
- n. VIN;**
- o. Repair date;**
- p. Vehicle mileage at time of repair;**
- q. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;**
- r. Labor operation number;**
- s. Problem code;**
- t. Replacement part number(s) and description(s); If Body Control Module (BCM) was replaced, state what condition it was replaced for i.e. headlights out, headlights won't turn off etc.**
- u. Concern stated by customer; and**
- v. Comment, if any, by dealer/technician relating to claim and/or repair.**

**Provide this information in a Microsoft Access 2007 file, or a compatible format, entitled "PEER WARRANTY DATA."**

A11. The peer vehicle warranty claims have been broken down below:

**Peer Vehicles - 2004 RS & 2008 RT**

| <b>Labor Operation Code (LOP)</b>               | <b>Claims</b> | <b>% of Total</b> |
|---|---------------|-------------------|
| 081902 Body Control Module                      | 4,596         | 52%               |
| 085031 Aero Headlamp Housing                    | 936           | 11%               |
| 088036 Headlamp Switch                          | 827           | 9%                |
| 081908 Front Control Module                     | 693           | 8%                |
| 0894BJ Engine & Front End Ground Wire Harness   | 481           | 5%                |
| 089075 Body Wire Harness                        | 456           | 5%                |
| 085032 Aero Headlamp Bulb                       | 310           | 3%                |
| 0894LC Engine & Front End Headlamp Wire Harness | 166           | 2%                |
| 085035 HID Lamp                                 | 166           | 2%                |
| 0892BJ IP Ground Wire Harness                   | 158           | 2%                |
| 0892LC IP Headlamp Wire Harness                 | 78            | 1%                |
| <b>Total</b>                                    | <b>8,867</b>  |                   |

The Access database includes 9,394 entries. Duplicate claims (i.e., BCMs removed, sent for repair and reinstalled) and claims where the LOP failure codes or parts specified are not applicable were removed, leaving the 8,867 claims indicated in the table above. There are 7,881 unique VINs associated with these claims.

The detailed response that lists the warranty claims is provided in Enclosure 9 as a Microsoft Access 2010 table titled "PEER WARRANTY DATA (EA11-010)."

**12. Describe in detail the search criteria used by Chrysler to identify the claims identified in response to Request No. 11, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Chrysler on the peer vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Chrysler offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.**

A12. The search criteria used by Chrysler to identify claims identified in the response to Request No. 11 can be found in the charts below:

**Peer Vehicles - 2004 RS & 2008 RT**

| Description of Repair                    | Labor Operation (LOP) |
|--|-----------------------|
| Body Control Module                      | 081902                |
| Aero Headlamp Housing                    | 085031                |
| Headlamp Switch                          | 088036                |
| Front Control Module                     | 081908                |
| Engine & Front End Ground Wire Harness   | 0894BJ                |
| Body Wire Harness                        | 089075                |
| Aero Headlamp Bulb                       | 085032                |
| Engine & Front End Headlamp Wire Harness | 0894LC                |
| HID Lamp                                 | 085035                |
| IP Ground Wire Harness                   | 0892BJ                |
| IP Headlamp Wire Harness                 | 0892LC                |

| Failure Code | Code Description                 |
|--------------|----------------------------------|
| 11           | Broken or Cracked                |
| 14           | Short or Open                    |
| 18           | Circuit Open                     |
| 37           | Excessive Wear                   |
| 48           | Grounded or Shorted              |
| 58           | Internal Defect                  |
| 61           | Intermittent Operation           |
| 65           | Leaks                            |
| 83           | Connection Loose                 |
| 1C           | Connector Loose/ Not Attached    |
| 1T           | Terminal(s) Bent                 |
| 1W           | Wires Cut By Sharp Edge          |
| 2C           | Connector Broken / Fractured     |
| 2T           | Terminal(s) Broken / Fractured   |
| 2W           | Wires Cut By Moving Mechanism    |
| 3T           | Terminal(s) Corroded             |
| 3W           | Wires Cut By Bolt / Screw        |
| 4T           | Terminal(s) Not Properly Crimped |
| 4W           | Wires Burned / Damaged           |
| 5T           | Terminal(s) Pushed Out           |
| 5W           | Broken Splice in Harness         |
| 6T           | Terminal(s) Spread               |
| 6X           | Weak                             |
| FM           | Flash Module                     |
| P8           | New Part                         |
| UC           | Uncodable                        |
| UR           | Containment Repair               |
| X2           | Split, Cut or Torn               |
| X6           | Terminal(s) Damaged              |

The standard warranty offered on the subject vehicles was 36 months / 36,000 miles. There was no extended warranty coverage for the subject components. Service contract options, which extend coverage on the subject components, were available for purchase through Chrysler's authorized dealers. Beyond standard warranty coverage, BCM claims (LOP 081902), FCM claims (LOP 081908), headlamp switch claims (LOP 088036), and wiring claims (LOPs 089075, 0892, and 0894) are covered by any "Added Care Plus" options, "Maximum Care" options, or "Certified Pre-Own" option for the 1<sup>st</sup> 3 months / 3,000 miles. The coverage choices available within these plans range from 36 months / 45,000 miles to lifetime / unlimited mileage. The total number of subject vehicles that are, or have been covered by one of the service contract plans is listed in Enclosure 8 – Extended Service Contracts Peer Conf Bus Info, which has been submitted under separate cover to the NHTSA Chief Counsel's Office with a request for confidential treatment.

Any service contract claims for the applicable labor operation codes are included in the warranty data being provided in response to Question 11. It should be



noted that owners may have purchased additional service contract coverage through other, third-party providers but Chrysler does not have access to that data.

**13. State the number of out-of-warranty dealer repairs that have been made which relate to, or may relate to, the alleged defect in the subject vehicles and produce all documents that relate to, or may relate to such repairs.**

A13. Chrysler did not, in the ordinary course of business, systematically collect copies of service repair documentation that was created by its independent dealers for repairs outside of the standard warranty coverage period. However, the materials provided in response to Questions 3 through 11 (customer complaints, legal claims, field reports and service contract claims) may contain instances where dealers made repairs relating to the alleged condition outside of Chrysler's standard warranty coverage period. Dealer documents relating to these repairs were included to the extent they were contained in Chrysler's files. Moreover, the part sales information in response to Question 18 also reflects the aggregate sales numbers (by calendar year) of service parts to Chrysler's authorized dealers and other third-party parts distributors and retailers. Chrysler's authorized dealers may have used an unknown number of these service parts for non-warranty repairs.

**14. State the number of out-of-warranty dealer repairs that have been made which relate to, or may relate to, the alleged defect in the peer vehicles and produce all documents that relate to, or may relate to such repairs.**

A14. Chrysler did not, in the ordinary course of business, systematically collect copies of service repair documentation that was created by its independent dealers for repairs outside of the standard warranty coverage period. However, the materials provided in response to Questions 3 through 11 (customer complaints, legal claims, field reports and service contract claims) may contain instances where dealers made repairs relating to the alleged condition outside of Chrysler's standard warranty coverage period. Dealer documents relating to these repairs were included to the extent they were contained in Chrysler's files. Moreover, the part sales information in response to Question 18 also reflects the aggregate sales numbers (by calendar year) of service parts to Chrysler's authorized dealers and other third-party parts distributors and retailers. Chrysler's authorized dealers may have used an unknown number of these service parts for non-warranty repairs.

**18. Separately, by component name, part number (both service and engineering/production), state the (i) model and model year of the vehicles in which each of the following subject components may properly be installed as a service part, and (ii) sales numbers by month/year from 2004 to the present:**

- a. Switches, relays, wiring, body control modules, front control modules, integrated power modules, and other devices with parts that control the headlights on subject vehicles and peer vehicles; and

- b. Any kits that have been released, or developed, by Chrysler for use in service repairs to such switches, relays, wiring, body control modules, front control modules, integrated power modules, and other devices with parts that control the headlights.**

**For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which Chrysler is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.**

- A18. Part sales information is included in Enclosure 13 – Part Sales Conf Bus Info. It is important to note that all subject component service part sales have been included, whether they are related to the alleged condition or not. It is difficult to determine whether the alleged condition prompted these part sales, as there are circumstances not related to the alleged condition that generate sales. For instance, the BCM provides dozens of functions not related to front exterior lighting. Therefore, any BCM replacement related to repairs for such functions increase part sales. Additionally, headlamps are often purchased for crash related repairs that are unrelated to the alleged condition. Thus, Chrysler has concluded that the use of part sales data will not be conclusive to assess any trend related to the alleged condition.
- Part number information is included in Enclosure 13 – Part Number and Supplier Conf Bus Info. Subject components referenced are unique to the RS Minivan program, and are not utilized in other make or models Chrysler manufactures.

**20. In the last paragraph of Chrysler's PE10-022 IR response to ODI, dated September 3, 2010, Chrysler states "Furthermore, corrective action was taken by the headlamp supplier, TRW, during early 2006 MY production." Describe in detail**

- a. the corrective action taken by TRW;**
- b. the condition it was intended to address;**
- c. the conclusions reached by TRW and Chrysler regarding the condition the corrective action was intended to address and the corrective action itself; and**
- d. the effectiveness of the action that was taken.**

- A20. TRW documentation is included in Enclosure 15 – TRW Corrective Actions Conf Bus Info.

**22. Identify all persons (by name, email, organizational unit, and facility location) at TRW with whom Chrysler dealt regarding the corrective action to the headlights identified in Request No. 20 above.**

- A22. TRW contact information is listed in Enclosure 17 – TRW Contact Information.

EA11-010

CHRYSLER

3-16-2012

Enclosure10

Dealer Communications



**NUMBER:** 08-005-04

**GROUP:** Electrical

**DATE:** February 3, 2004

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**THE SOFTWARE IN THE DRBIII® MUST BE OPERATING WITH VERSION 59.0 OR HIGHER AVAILABLE ON TechCONNECT FEBRUARY 3, 2004.**

***SUBJECT:***

Erroneous Actuation of Horns, Headlamps, and Parking Lamps while vehicle is parked

***OVERVIEW:***

This bulletin involves replacing or reprogramming the Front Control Module (FCM).

***MODELS:***

|             |      |  |
|-------------|------|--|
| 2001 - 2004 | (RG) | Chrysler Voyager (International Markets) |
| 2001 - 2004 | (RS) | Town & Country/Caravan/Voyager           |

**NOTE: This bulletin applies to vehicles NOT equipped with Security Alarm (sales code LSA) built on or before October 20, 2003 (MDH 1020XX).**

***SYMPTOM/CONDITION:***

While the vehicle is parked the customer may experience the horn sounding on and off, flashing the headlamps and the parking lamps as if the security alarm was actuated. The technician may find the vehicle is not equipped with Security Alarm system (sales code LSA).

***DIAGNOSIS:***

1. Using a Scan Tool (DRBIII®) with the appropriate Diagnostic Procedures Manual, verify all engine systems are functioning as designed. If DTCs are present record them on the repair order and repair as necessary before proceeding further with this bulletin.
2. Determine the "Hardware Part #" of the FCM. Using the DRBIII® select:
3. DRBIII Standalone
4. 1998 - 2005 Diagnostics
5. All
6. Body Interior
7. FCM/IPM
8. Module Display
9. Record the "Hardware Part #" on the repair order for later reference.
10. The condition is not easy to duplicate. If the customer describes the Symptom/Condition and the vehicle is **not** equipped with Security Alarm system, perform the Repair Procedure based on the table below. If the vehicle is equipped with Security Alarm system, further diagnosis is necessary and this bulletin does not apply.

**REPAIR PROCEDURE TABLE**

| Year        | Model | Current FCM p/n          | Repair Procedure |
|-------------|-------|--------------------------|------------------|
| 2001 - 2002 | RS    | 04869000AJ               | B                |
| 2003        | RS    | 04727079AC               | B                |
| 2004        | RS    | 04748479AC               | B                |
| 2003        | RS    | 04727079AD<br>04727079AE | A                |
| 2001 - 2002 | RG    | 04869001AJ               | B                |
| 2003        | RG    | 04727080AC               | B                |
| 2004        | RG    | 04727480AC               | B                |
| 2003        | RG    | 04727080AD<br>04727080AE | A                |

**PARTS REQUIRED:**

| Qty. | Part No.   | Description                             |
|------|------------|---|
| 1    | 04727079AF | Module, Front Control, 2003 RS Vehicles |
| 1    | 04727080AF | Module, Front Control, 2003 RG Vehicles |

**REPAIR PROCEDURE A:**

Replace the Front Control Module. Refer to the service information available in TechCONNECT or the appropriate service manual, Section 8E Electronic Control Modules, Front Control Module, Removal and Installation.

**REPAIR PROCEDURE B:**

1. Before beginning the reprogramming procedure, remove any old flash reprogramming files from the DRBIII® memory. To clear the memory from the MAIN MENU:
  - a. Simultaneously press the "MORE" and "YES" keys.
  - b. A screen will appear requesting a "COLD BOOT".
  - c. Follow the on screen instructions by selecting the "F4" key.
  - d. When the DRBIII® reboots to the MAIN MENU, proceed to (STEP #2)
2. Open the hood, install a battery charger and verify battery state is above 12.5 volts.
3. Connect the DRBIII® to TechCONNECT. Open TechTOOLS and verify that the "Device Status: DRB Connected" message is in the upper right corner of the TechTOOLS screen.
4. Manually enter the VIN then TechTOOLS will populate the available updates.
5. Select the "FCM" calibration.
6. Select the "DRBIII" radio button which is next to the "Download/Update" button.
7. Select the "Download/Update" button.
8. Monitor the "Flash Download/Update Progress" window on the TechCONNECT and follow the instructions on TechCONNECT. When the flash process is complete proceed to (STEP #9)
9. **Disconnect the DRBIII® from TechCONNECT.**
10. Connect the DRBIII® to the vehicle.
11. Download the flash from the DRBIII® to the vehicle. Using the DRBIII® select:
  - a. "Vehicle Flash"

b. Follow the directions on the DRBIII® screen.

**NOTE: Due to the FCM programming procedure, a DTC may be set in other modules (TCM, PCM, MIC, SKIM, etc.) within the vehicle, if so equipped. Some DTC's may cause the MIL to illuminate. Check all modules using "Module Scan", record the DTC's, and erase these DTC's prior to returning the vehicle to the customer. Erase any DTC's in the PCM only after all other modules have had their DTC's erased.**

***POLICY:***

Reimbursable within the provisions of the warranty.

***TIME ALLOWANCE:***

| <b>Labor Operation No:</b> | <b>Description</b>             | <b>Amount</b> |
|----------------------------|--------------------------------|---------------|
| 08-19-08-90                | Replace Front Control Module   | 0.2 Hrs.      |
| 08-19-08-91                | Reprogram Front Control Module | 0.5 Hrs.      |

***FAILURE CODE:***

|    |                 |
|----|-----------------|
| 58 | Internal Defect |
| FM | Flash Module    |



**NUMBER:** 08-035-03

**GROUP:** Electrical

**DATE:** November 28, 2003

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**THIS BULLETIN IS BEING PROVIDED IN ADVANCE. THE SOFTWARE WILL BE AVAILABLE ON TechCONNECT ON OR AFTER DECEMBER 22, 2003.**

**SUBJECT:**

Flash - Panel Dimming Diagnostic Trouble Code (DTC), Intermittent Fluctuation of Stop Lamp Signal Intensity, or Front Lamps Flash With RKE Unlock Inoperative.

**OVERVIEW:**

This bulletin involves reprogramming the Body Control Module (BCM).

**MODELS:**

|      |      |  |
|------|------|--|
| 2004 | (RG) | Chrysler Voyager (International Markets) |
| 2004 | (RS) | Town & Country/Caravan/Voyager           |

**SYMPTOM/CONDITION:**

The vehicle operator may describe:

- The Cluster, Overhead Console, radio and climate control system illumination is not adjustable when the headlamp switch is in the "ON" or "AUTO" position.
- On RS vehicles built on or after July 1, 2003 (MDH 0701XX) through and including August 11, 2003 (MDH 0811XX), intermittent fluctuation of stop lamp signal intensity after the brake pedal is applied.
- On RG vehicles, the front lamps do not flash when the RKE fob unlock button is actuated.

**DIAGNOSIS:**

1. With the ignition switch in the "RUN" position, determine the BCM software part number currently in the vehicle. Using the DRBIII® select:
  - a. "DRBIII® Standalone"
  - b. "1998 - 2004 Diagnostics"
  - c. "All (Except Below)"
  - d. "Body"
  - e. "Body Computer"
  - f. "Module Display"
  - g. Record the BCM "Software p/n" on the repair order for later reference.

If the BCM "Software p/n" is 04836966AG (or higher), further diagnosis is necessary. This bulletin does not apply.

If the customer describes the Symptom/Condition and the BCM "Software p/n" is 04836966AF (or lower), perform the Repair Procedure.

**SPECIAL TOOLS/EQUIPMENT REQUIRED:**

|               |  |
|---------------|--|
| NPN           | Battery Charger                              |
| CH2002        | General Purpose Interface Bus Cable Assembly |
| CH6000A       | Scan Tool (DRBIII®)                          |
| CH7000A/7001A | J1962 Cable with red DRBIII® connector       |
|               | TechCONNECT Workstation                      |

**NOTE: An updated J1962 cable has been released. This cable has a red colored connector at the DRBIII® connection. Use this cable whenever a flash is being performed.**

**REPAIR PROCEDURE:**

**NOTE: Whenever a controller is reprogrammed, the software in the DRBIII®; must be programmed with the latest revision level available.**

1. Open the hood, install a battery charger and verify battery state is above 12.5 volts.
2. Connect the DRBIII® to TechCONNECT and the vehicle. Open TechTOOLS and verify that the "Device Status: DRB Connected" message is in the upper right corner of the TechTOOLS screen.
3. TechTOOLS should automatically populate the VIN in the "Vehicle Criteria" area and the available updates. If not, manually enter the VIN then TechTOOLS will populate the available updates.
4. Select the "BCM" calibration.
5. Select the "Download/Update" button.
6. Monitor the "Flash Download/Update Progress" window on the TechCONNECT and follow the instructions on TechCONNECT/DRBIII® to complete the flash process.

**NOTE: Due to the BCM programming procedure, a DTC may be set in other modules (TCM, PCM, MIC, SKIM, etc.) within the vehicle, if so equipped. Some DTC's may cause the MIL to illuminate. Check all modules using "Module Scan", record the DTC's, and erase these DTC's prior to returning the vehicle to the customer. Erase any DTC's in the PCM only after all other modules have had their DTC's erased.**

7. Turn the headlamp switch to the "ON" position, start the engine, and verify that the "Panel Dimming Output Short" DTC is not present in the BCM.
8. If the DTC is present, refer to the appropriate Body Diagnostic Procedures manual for a possible wiring issue. If the DTC is not present, return the vehicle to the customer.



**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

| Labor Operation No: | Description                   | Amount   |
|---------------------|-------------------------------|----------|
| 08-19-61-93         | Reprogram Body Control Module | 0.6 Hrs. |

**FAILURE CODE:**

|    |              |
|----|--------------|
| FM | Flash Module |
|----|--------------|



**NUMBER:** 08-040-04

**GROUP:** Electrical

**DATE:** December 9, 2004

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**THE DRBIII® FLASH FILES FOR THIS BULLETIN ARE AVAILABLE ON DealerCONNECT.**

**FOR MARKETS OUTSIDE OF THE UNITED STATES AND CANADA, THE FLASH FILES AND REPROGRAMMING INSTRUCTIONS WILL BE AVAILABLE ON ITIL/ISIS DVD FEBRUARY, 2005.**

***SUBJECT:***

Flash: Driver And Passenger Power Door Lock Switches Inoperative And Opening the Liftgate Triggers The Theft Alarm

***OVERVIEW:***

This bulletin involves selectively erasing and reprogramming the Body Control Module (BCM) with new software.

***MODELS:***

|             |      |  |
|-------------|------|--|
| 2004 - 2005 | (RG) | Chrysler Voyager (International Markets) |
| 2004 - 2005 | (RS) | Town & Country/Caravan                   |

**NOTE: This bulletin applies to 2005 vehicles equipped with Power Locks only (sales code JPB) and 2004 - 2005 vehicles equipped with Power Locks, Power Liftgate, and Security Alarm (sales codes JPB, JRC and LSA respectively).**

***SYMPTOM/CONDITION:***

The vehicle operator may describe:

- The alarm sounds erroneously when opening the power liftgate using the key fob while the Vehicle Theft Alarm (VTA) is armed.
- The driver's and/or passenger's door lock switches are inoperative.

The technician may find "Left Unlock Output Failure" and/or "Right Unlock Output Failure " Diagnostic Trouble Codes (DTC's) in the BCM.



**Stick with the Specialists™**

**DIAGNOSIS:**

1. Using a Scan Tool (DRBIII®) with the appropriate Diagnostic Procedures Manual, verify all systems are functioning as designed. If DTCs are present, other than those listed above, record them on the repair order and repair as necessary before proceeding further with this bulletin.
2. With the ignition switch in the "RUN" position, determine the original part number of the BCM currently in the vehicle. Using the DRBIII® select:
  - a. "DRBIII® Standalone"
  - b. "1998 - 2005 Diagnostics"
  - c. "All (Except Below)"
  - d. "Body Interior"
  - e. "Body Computer"
  - f. "Module Display"
  - g. Record the "Software part #" on the repair order for later reference.
  - h. Check DTC's
3. If the vehicle operator describes or experiences the Symptom/Condition, use the following table to determine the appropriate action.

| Year | Model | BCM Software P/N   | Action Required   |
|------|-------|--|---|
| 2004 | RG/RS | 04836966AG or earlier  | Perform Repair Procedure  |
| 2005 | RG    | 04840935AC or earlier or<br>04843198AA                                     | Perform Repair Procedure  |
| 2005 | RS    | 04839664AE or earlier or<br>04841954AA                                     | Perform Repair Procedure  |
| 2004 | RG/RS | 04844016AA or higher   | Further diagnosis is necessary.<br>This bulletin does not apply |
| 2005 | RG    | 04843198AB or higher   |   |
| 2005 | RS    | 04844017AA or higher or<br>04841954AB or higher or<br>04843752AA or higher |   |

**SPECIAL TOOLS/EQUIPMENT REQUIRED:**

|               |  |
|---------------|--|
| NPN           | Battery Charger                              |
| CH2002        | General Purpose Interface Bus Cable Assembly |
| CH6000A       | Scan Tool (DRBIII®)                          |
| CH7000A/7001A | J1962 Cable with red DRBIII® connector       |
|               | TechCONNECT Workstation                      |

**NOTE: An updated J1962 cable has been released. This cable has a red colored connector at the DRBIII® connection. Use this cable whenever a flash is being performed.**

**REPAIR PROCEDURE:**

**NOTE: Whenever a controller is programmed, the software in the DRBIII®; must be programmed with the latest revision level available.**

**NOTE: If this flash process is interrupted/aborted, the flash should be restarted and then follow the directions on the DRBIII®.**

1. Before beginning the reprogramming procedure, remove any old flash reprogramming files from the DRBIII® memory. To clear the memory from the MAIN MENU:
  - a. Simultaneously press the “MORE” and “YES” keys.
  - b. A screen will appear requesting a “COLD BOOT”.
  - c. Follow the on screen instructions by selecting the “F4” key.
  - d. When the DRBIII® reboots to the MAIN MENU, proceed to [Step #2](#)
2. Connect the DRBIII® to TechCONNECT. Open TechTOOLS and verify that the "DRBIII® Status: Connected" message is in the upper right corner of the TechTOOLS screen.
3. Enter the “Software part #” recorded during “Diagnosis” in the “Parts Criteria” area and select “Show Updates”. TechTOOLS will populate the available updates.
4. Select the calibration.
5. Select the “DRBIII” radio button which is next to the “Download/Update” button.
6. Select the “Download/Update” button.
7. Monitor the "Flash Download/Update Progress" window on the TechCONNECT and follow the instructions on TechCONNECT. When the flash process is complete, proceed to [Step #8](#).
8. **Disconnect the DRBIII® from TechCONNECT.**
9. Open the hood, install a battery charger and verify that the charging rate provides approximately 13.5 volts.
10. Connect the DRBIII® to the vehicle.
11. Turn the ignition to the “Run” position (engine not running).
12. Download the flash from the DRBIII® to the vehicle. Using the DRBIII® select:
  - a. “Vehicle Flash”
  - b. Follow the directions on the DRBIII® screen.
13. Verify that the problem cannot be repeated by cycling the ignition switch OFF/ON and actuating both door lock switches a few times. If any door lock failure still persists then further diagnosis is necessary. Verify the BCM “Software p/n” was updated to the new software p/n using Diagnosis [Step #2](#).

**NOTE: Due to the BCM programming procedure, a DTC may be set in other modules (TCM, PCM, MIC, SKIM, etc.) within the vehicle, if so equipped. Some DTC's may cause the MIL to illuminate. Check all modules using “Module Scan”, record the DTC's, and erase these DTC's prior to returning the vehicle to the customer. Erase any DTC's in the PCM only after all other modules have had their DTC's erased.**

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

| Labor Operation No: | Description                   | Amount   |
|---------------------|-------------------------------|----------|
| 08-19-02-96         | Reprogram Body Control Module | 0.5 Hrs. |

**FAILURE CODE:**

|    |              |
|----|--------------|
| FM | Flash Module |
|----|--------------|



**NUMBER:** 08-028-05

**GROUP:** Electrical

**DATE:** May 28, 2005

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**THE DRBIII® FLASH FILES FOR THIS BULLETIN ARE AVAILABLE ON DealerCONNECT.**

**FOR MARKETS OUTSIDE OF THE UNITED STATES AND CANADA, THE FLASH FILES AND REPROGRAMMING INSTRUCTIONS WILL BE AVAILABLE ON ITIL/ISIS DVD JULY, 2005.**

**SUBJECT:**

Flash: MIL Illumination, Remote Keyless Entry (RKE) Inoperative

**OVERVIEW:**

This bulletin involves reprogramming the Body Control Module (BCM) with new software.

**MODELS:**

|      |      |                        |
|------|------|------------------------|
| 2005 | (CS) | Pacifica               |
| 2005 | (RS) | Town & Country/Caravan |

**NOTE: This bulletin applies to CS vehicles built on or before May 7, 2005 (MDH 0507XX) and RS vehicles, built on or between July 26, 2004 (MDH 0726XX) through and including May 7, 2005 (MDH 0507XX), with a 4-connector BCM.**

**SYMPTOM/CONDITION:**

- MIL Illumination
- RKE inoperative
- PCI Internal Fault DTC in BCM

**DIAGNOSIS:**

1. With the ignition switch in the "RUN" position, determine the original software part number of the BCM currently in the vehicle. Using the DRBIII® select:
  - a. "DRBIII® standalone"
  - b. "1998 - 2005 Diagnostics"
  - c. "All (Except Below)"
  - d. "Body Interior"
  - e. "Body Computer"
  - f. "Module Display"
  - g. Record the "Software part #" on the repair order for later reference.
  - h. Check DTC's
2. If the Symptom/Condition is present, use the following table to determine the appropriate action.

| Year | Model | BCM Software P/N  | Action Required   |
|------|-------|---|---|
| 2005 | CS    | 04840848AD or<br>04840848AE                                       | Perform Repair Procedure  |
| 2005 | RS    | 04841954AA or<br>04841954AB or<br>04843752AA                      | Perform Repair Procedure  |
| 2005 | CS    | 04834530AF or earlier or<br>04840848AF or higher                  | Further diagnosis is<br>necessary.<br>This bulletin does not apply. |
| 2005 | RS    | 04843752AB or higher or<br>04839664AE or earlier or<br>04844017AA |   |

***SPECIAL TOOLS/EQUIPMENT REQUIRED:***

|               |  |
|---------------|--|
| NPN           | Battery Charger                              |
| CH2002        | General Purpose Interface Bus Cable Assembly |
| CH6000A       | Scan Tool (DRBIII®)                          |
| CH7000A/7001A | J1962 Cable with red DRBIII® connector       |
|               | TechCONNECT Workstation                      |

**NOTE: An updated J1962 cable has been released. This cable has a red colored connector at the DRBIII® connection. Use this cable whenever a flash is being performed.**

***REPAIR PROCEDURE:***

**NOTE: Whenever a module is reprogrammed, the software in the DRBIII®; must be programmed with the latest revision level available.**

**NOTE: If this flash process is interrupted/aborted, the flash process should be restarted and then follow the directions on the DRBIII®.**

1. Before beginning the flash procedure, remove any old flash files from the DRBIII® memory. To clear the memory from the MAIN MENU:
  - a. Simultaneously press the “MORE” and “YES” keys.
  - b. A screen will appear requesting a “COLD BOOT”.
  - c. Follow the on screen instructions by selecting the “F4” key.
  - d. When the DRBIII® reboots to the MAIN MENU, proceed to [Step #2](#).
2. Connect the DRBIII® to TechCONNECT. Open TechTOOLS and verify that the “DRBIII® Status: Connected” message is in the upper right corner of the TechTOOLS screen.
3. Enter the “BCM part #”, recorded in “Diagnosis [Step #1](#), in the “Parts Criteria” area and select “Show Updates”. TechTOOLS will populate the appropriate flash file.
4. Select the flash file.
5. Select the “DRBIII” radio button which is next to the “Download/Update” button.
6. Select the “Download/Update” button.

7. Monitor the "Flash Download/Update Progress" window on the TechCONNECT and follow the instructions on TechCONNECT. When the flash process is complete, proceed to [Step #8](#).
8. **Disconnect the DRBIII® from TechCONNECT.**
9. Open the hood, install a battery charger and verify that the charging rate provides approximately 13.5 volts.
10. Connect the DRBIII® to the vehicle.
11. Download the flash file from the DRBIII® to the vehicle. Using the DRBIII® select:
  - a. "Vehicle Flash"
  - b. Follow the directions on the DRBIII® screen.

**NOTE: Due to the BCM programming procedure, a DTC may be set in other modules (TCM, BCM, MIC, SKIM, etc.) within the vehicle, if so equipped. Some DTC's may cause the MIL to illuminate. Check all modules using "Module Scan", record the DTC's, and erase these DTC's prior to returning the vehicle to the customer. Erase any DTC's in the PCM only after all other modules have had their DTC's erased.**

***POLICY:***

Reimbursable within the provisions of the warranty.

***TIME ALLOWANCE:***

| Labor Operation No: | Description                   | Amount   |
|---------------------|-------------------------------|----------|
| 08-19-60-95         | Reprogram Body Control Module | 0.4 Hrs. |

***FAILURE CODE:***

|    |              |
|----|--------------|
| FM | Flash Module |
|----|--------------|



**NUMBER:** 23-035-07

**GROUP:** Body

**DATE:** August 08, 2007

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**THIS BULLETIN SUPERSEDES TECHNICAL SERVICE BULLETIN 23-041-06, DATED SEPTEMBER 27, 2006, WHICH SHOULD BE REMOVED FROM YOUR FILES. THIS IS A COMPLETE REVISION AND NO ASTERISKS HAVE BEEN USED TO HIGHLIGHT REVISIONS.**

**SUBJECT:**

Exterior Lamp - Lens Fogging

**MODELS:**

|             |            |  |
|-------------|------------|--|
| 2006 - 2008 | (CS)       | Pacifica                                   |
| 2006 - 2008 | (DC/DM)    | Ram Truck - Cab & Chassis (3500/4500/5500) |
| 2006 - 2008 | (DR/DH/D1) | Ram Truck - Pick-up (1500/2500/3500)       |
| 2006 - 2008 | (HB/HG)    | Durango/Aspen                              |
| 2007 - 2008 | (JK)       | Wrangler                                   |
| 2006        | (JR)       | Stratus/Sebring                            |
| 2006 - 2007 | (JR27)     | Sebring Convertible                        |
| 2007 - 2008 | (JS)       | Sebring/Avenger                            |
| 2008        | (JS27)     | Sebring Convertible                        |
| 2007 - 2008 | (KA)       | Nitro                                      |
| 2006 - 2007 | (KJ)       | Liberty/Cherokee                           |
| 2008        | (KK)       | Liberty/Cherokee                           |
| 2006 - 2008 | (LX/LE)    | 300/Magnum/Charger                         |
| 2007 - 2008 | (MK49)     | Compass                                    |
| 2007 - 2008 | (MK74)     | Patriot                                    |
| 2006 - 2008 | (ND)       | Dakota                                     |
| 2007 - 2008 | (PM)       | Caliber                                    |
| 2006 - 2008 | (PT)       | PT Cruiser                                 |
| 2006 - 2007 | (RS/RG)    | Town & Country/Caravan/Voyager             |
| 2008        | (RT)       | Town & Country/Caravan/Voyager             |
| 2006 - 2008 | (WK/WH)    | Grand Cherokee                             |
| 2006 - 2008 | (XK/XH)    | Commander                                  |



**Stick with the Specialists™**



***DISCUSSION:***

Some customers may report that on occasion, vehicle exterior lamp assemblies are fogged with a light layer of condensation on the inside of the lenses. This may be reported after the lamps have been turned on and brought up to operating temperature, turned off, and then rapidly cooled by cold water (such as rain, or the water from a car wash). Lens fogging can also occur under certain atmospheric conditions after a vehicle has been parked outside overnight (i.e., a warm humid day followed by clear cool night). This will usually clear as atmospheric conditions change to allow the condensation to change back into a vapor. Turning the lamps on will usually accelerate this process.

A lamp that has large amounts of water droplets visible on most internal surfaces indicates a problem with the lamp sealing that has allowed water to enter the lamp. In this instance, the customer is likely to report that moisture in the lamp is always present and never disappears. A lamp that exhibits internal moisture permanently should be replaced.

***POLICY:***

Information Only



**NUMBER:** 08-029-07

**GROUP:** Electrical

**DATE:** December 5, 2007

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**SUBJECT:**

Color And/Or Brightness Difference On HID Replacement Headlamp Bulbs

**MODELS:**

|             |      |   |
|-------------|------|---|
| 2004 - 2008 | (CS) | Pacifica  |
| 2005 - 2008 | (LX) | 300//Magnum/Charger   |
| 2007 - 2008 | (LE) | 300C/300C Touring (International Markets)                                   |
| 2007        | (L2) | 300 (China)   |
| 2008        | (RT) | Town & Country/Grand Caravan/Grand Voyager (U.S. and International Markets) |
| 2008        | (WK) | Grand Cherokee  |
| 2008        | (WH) | Grand Cherokee (International Markets)                                      |
| 2003 - 2008 | (ZB) | Viper   |

**DISCUSSION:**

When an HID (Xenon/High Intensity discharge) headlamp bulb is replaced, there may be a visible color difference between the new lamp and the one that has been in the vehicle for some time.

An HID headlamp has a very bluish/white light spectrum. A new HID bulb will tend to have a color temperature at approximately 4150K, an HID bulb with operational time and age will shift color temperature towards a slightly higher value of approximately 4300K. If you have an existing HID headlamp on one side of the vehicle and a replacement HID headlamp on the other side of the vehicle, the headlamp with the new bulb will appear more yellowish/white, while the headlamp with the existing bulb will appear more bluish/white when on. Due to the physical properties of HID headlamp, the color of the bulb will change within the first 200 hours of operation about 150 - 200K (color shift). Once this breaking-in period has passed, the color appearance becomes more bluish/white and resembles the original bulb, so that the perceived color difference is small.

Do not replace a working headlamp bulbs for this condition and advised the customer that this is a normal occurrence and the color will change.

**POLICY:**

Information Only



**Stick with the Specialists™**

## GPOP - Issue Review System

**ID:** 9000248

**Originator:** Lisa A Gronowski/MVP/DCC/DCX

**Date Created:** 08/07/2003

Please always use a wildcard (\$) for the last character of the part number. (Example 12345678A\$)

**Part Number:** 04727476A\$,  
04727478A\$,  
04727477A\$

**Status:**  In Progress  
 Team Review  
 GPOP Load  
 Storage  
 Reviewed (Not Approved)

**Start Date:** 10/12/2005

**Part Description:** BCM Body Control Module

**Platform:**  FWD Family  Front Wheel Drive P/T  
 RWD/Premium  Specifying  
 FWD  Warranty Administration  
 Body on Frame  Sprinter  
 RWD Activity Vehicle  SRT  
 Rear Wheel Drive P/T  Crossfire

**Active/Deactive:**  Active  
 Deactive

**Type:**  TYPE 1 (STAR Restricted)  
 TYPE 2 (Information Restricted)

**SB #:** 08-005-04

**WB #:**

**Category:** 8 - ELECTRICAL

| Item #: | Year: | Model:                                  | Engine:     |
|---------|-------|---|-------------|
| 1       | 2004  | RS - Caravan, Voyager, Town and Country | All Engines |

**Issue Description:** CONDITION 1 - If the BCM is being replaced due to a Power Sliding Door/Liftgate issue please investigate the Door/Liftgate modules and/or the latches.~

CONDITION 2 - If the BCM is being replaced due to vehicle alarm going off (horn sounding & headlamps flashing) & key fobs will not disarm, DO NOT REPLACE BCM, This condition will occur only on low line vehicles built without VTSS(Security Alarm),

Verify vehicle does not have the sales code for VTSS(Security Alarm) and PERFORM BATTERY DISCONNECT TO CORRECT CONDITION. (SB 08-005-04)~

CONDITION 3 - If the customer questions the lights flashing when the sliding door is opened (2005 only) please advise them that this feature was added on vehicles built after July 26, 2004. The feature can be disabled or enabled by following the procedure attached:~

1. Place key in and cycle the ignition switch on/off four times ending in the off position. (DO NOT TAKE KEY OUT OR START THE MOTOR)~
2. Within 10 seconds of the last ignition cycle, press the hazard switch.~
3. A single chime will be heard signifying the change.~
4. Perform the same steps as above to enable. ~

Please do not replace the BCM and refer to Service Bulletin 08-040-04 for the following issues: 1) the alarm sounds erroneously when opening the power liftgate using the key fob while the Vehicle Theft Alarm (VTA) is armed.

~ \_\_\_\_\_ ~  
Contact Us at [CAGRIS@Chrysler.com](mailto: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 inquires. Please include the Part Number (s) and Tech Tip Part Description of the Tech Tip you are referencing for our tracking system.

---

**Additional Notes:** Pending?

For internal DCX use only. Additional notes will not be displayed out in the field.

**TechCONNECT Accessible:**

**Canadian French Translation: (Complete)**

**Spanish Translation: (Not Translated)**

**French Translation: (Not Translated)**

### **Edit\Save History**

Jodie E Powers/CTC/DCC/DCX on 07/27/2007 04:26:53 PM  
Jodie E Powers/CTC/DCC/DCX on 06/01/2007 10:07:04 AM  
Jodie E Powers/CTC/DCC/DCX on 11/03/2006 03:45:09 PM  
Ross E Putman/CTC/DCC/DCX on 10/12/2005 08:33:36 AM  
Phillip D Campau/DLO/DCC/DCX on 10/12/2005 07:30:24 AM  
Seakleang Chheu/SCP/DCC/DCX on 10/11/2005 05:57:46 PM  
Jodie E Powers/CTC/DCC/DCX on 10/11/2005 09:31:05 AM  
Lisa A Gronowski/MVP/DCC/DCX on 10/11/2005 09:29:02 AM  
Lisa A Gronowski/MVP/DCC/DCX on 10/11/2005 09:28:49 AM  
David D Clark/CTC/DCC/DCX on 10/06/2005 10:09:00 AM  
Lisa A Gronowski/MVP/DCC/DCX on 09/29/2005 11:43:07 AM  
David D Clark/CTC/DCC/DCX on 06/14/2005 07:13:06 AM  
Ross E Putman/CTC/DCC/DCX on 06/08/2005 08:18:44 AM  
Seakleang Chheu/SCP/DCC/DCX on 06/02/2005 11:17:02 AM  
Seakleang Chheu/SCP/DCC/DCX on 06/02/2005 11:16:57 AM  
David D Clark/CTC/DCC/DCX on 06/02/2005 11:00:55 AM  
Ross E Putman/CTC/DCC/DCX on 08/31/2004 03:23:17 PM  
Jodie E Nichols/CTC/DCC/DCX on 08/27/2004 01:50:08 PM  
Jodie E Nichols/CTC/DCC/DCX on 08/26/2004 10:55:42 AM  
Ross E Putman/CTC/DCC/DCX on 08/25/2004 08:55:11 AM  
Stanley H Cooke/CTC/DCC/DCX on 08/24/2004 02:59:05 PM  
Stanley H Cooke/CTC/DCC/DCX on 08/24/2004 02:50:06 PM

#### docAuthors:

Phillip D Campau/DLO/DCC/DCX

#### EditHistory\_NamesList:

CN=Jodie E Powers/OU=CTC/OU=DCC/O=DCX  
CN=Ross E Putman/OU=CTC/OU=DCC/O=DCX  
CN=Phillip D Campau/OU=DLO/OU=DCC/O=DCX  
CN=Seakleang Chheu/OU=SCP/OU=DCC/O=DCX  
CN=Lisa A Gronowski/OU=MVP/OU=DCC/O=DCX  
CN=David D Clark/OU=CTC/OU=DCC/O=DCX  
CN=Jodie E Nichols/OU=CTC/OU=DCC/O=DCX  
CN=Stanley H Cooke/OU=CTC/OU=DCC/O=DCX

## GPOP - Issue Review System

**ID:** 9000675

**Originator:** David D Clark/CTC/DCC/DCX

**Date Created:** 10/27/2004

Please always use a wildcard (\$) for the last character of the part number. (Example 12345678A\$)

**Part Number:** 0ZL651DVA\$,  
0ZL671J8A\$,  
0ZL661DVA\$,  
0ZL671DVA\$,  
0ZL661J8A\$

**Status:**  In Progress  
 Team Review  
 GPOP Load  
 Storage  
 Reviewed (Not Approved)

**Start Date:** 05/03/2006

**Part Description:** Headlamp Switch

**Platform:**  FWD Family  Front Wheel Drive P/T  
 RWD/Premium  Specifying  
 FWD  Warranty Administration  
 Body on Frame  Sprinter  
 RWD Activity Vehicle  SRT  
 Rear Wheel Drive P/T  Crossfire

**Active/Deactive:**  Active  
 Deactive

**Type:**  TYPE 1 (STAR Restricted)  
 TYPE 2 (Information Restricted)

**SB #:**

**WB #:**

**Category:** 8 - ELECTRICAL

| Item #: | Year: | Model:                                  | Engine:     |
|---------|-------|---|-------------|
| 1       | 2005  | RS - Caravan, Voyager, Town and Country | All Engines |

**Issue Description:** Please make sure you follow the procedures in the service manual to remove the switch panel. If you don't release the clips from the back, the switch will be damaged. When installing the new switch, if you notice any interference with the foam near the edges of the switch mounting tabs, it can be cut away with a sharp knife to allow the switch bezel to sit flush in the panel.~ Note - Since 2003 only vehicles built with auto headlamps will have lighted headlamp switches. 2001 and 2002 model year RS minivan switches do have lighting.

~  
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 inquires. Please include the Part Number (s) and Tech Tip Part Description of the Tech Tip you are referencing for our tracking system.

**Additional Notes:**

For internal DCX use only. Additional notes will not be displayed out in the field.

**TechCONNECT Accessible:**

**Canadian French Translation: (Not Translated)**

**Spanish Translation: (Not Translated)**

**French Translation: (Not Translated)**

## Edit/Save History

Jodie E Powers/CTC/DCC/DCX on 07/27/2007 04:50:05 PM  
Jodie E Powers/CTC/DCC/DCX on 06/01/2007 10:51:01 AM  
Jodie E Powers/CTC/DCC/DCX on 11/06/2006 03:12:47 PM  
Ross E Putman/CTC/DCC/DCX on 05/03/2006 08:11:43 AM  
David D Clark/CTC/DCC/DCX on 05/02/2006 07:21:06 AM  
David D Clark/CTC/DCC/DCX on 05/02/2006 07:20:47 AM  
David D Clark/CTC/DCC/DCX on 04/28/2006 02:56:11 PM  
David D Clark/CTC/DCC/DCX on 04/28/2006 02:53:36 PM  
David D Clark/CTC/DCC/DCX on 04/28/2006 02:52:39 PM  
David D Clark/CTC/DCC/DCX on 04/28/2006 02:52:19 PM  
David D Clark/CTC/DCC/DCX on 01/25/2005 11:13:16 AM  
Ross E Putman/CTC/DCC/DCX on 12/08/2004 08:13:43 AM  
David D Clark/CTC/DCC/DCX on 12/07/2004 02:22:55 PM  
Ross E Putman/CTC/DCC/DCX on 12/01/2004 08:36:14 AM  
Ross E Putman/CTC/DCC/DCX on 12/01/2004 08:06:33 AM  
David D Clark/CTC/DCC/DCX on 11/30/2004 10:51:20 AM  
Ross E Putman/CTC/DCC/DCX on 11/10/2004 08:29:33 AM  
David D Clark/CTC/DCC/DCX on 11/09/2004 04:34:43 PM  
Ross E Putman/CTC/DCC/DCX on 10/27/2004 03:11:28 PM  
David D Clark/CTC/DCC/DCX on 10/27/2004 02:35:17 PM  
David D Clark/CTC/DCC/DCX on 10/27/2004 02:14:18 PM  
David D Clark/CTC/DCC/DCX on 10/27/2004 02:13:52 PM  
David D Clark/CTC/DCC/DCX on 10/27/2004 02:10:40 PM  
David D Clark/CTC/DCC/DCX on 10/27/2004 02:04:23 PM  
David D Clark/CTC/DCC/DCX on 10/27/2004 02:04:18 PM

### docAuthors:

David D Clark/CTC/DCC/DCX

### EditHistory\_NamesList:

CN=Jodie E Powers/OU=CTC/OU=DCC/O=DCX

CN=Ross E Putman/OU=CTC/OU=DCC/O=DCX

CN=David D Clark/OU=CTC/OU=DCC/O=DCX

## GPOP - Issue Review System

**ID:** 9000871

**Originator:** Seakleang Chheu/SCP/DCC/DCX

**Date Created:** 06/01/2005

Please always use a wildcard (\$) for the last character of the part number. (Example 12345678A\$)

**Part Number:** 05026060A\$,  
05026061A\$,  
05026062A\$,  
04692156A\$,  
04692157A\$,  
04692158A\$

**Status:**  In Progress  
 Team Review  
 GPOP Load  
 Storage  
 Reviewed (Not Approved)

**Start Date:** 06/07/2006

**Part Description:** Body Control Module

**Platform:**  FWD Family  Front Wheel Drive P/T  
 RWD/Premium  Specifying  
 FWD  Warranty Administration  
 Body on Frame  Sprinter  
 RWD Activity Vehicle  SRT  
 Rear Wheel Drive P/T  Crossfire

**Active/Deactive:**  Active  
 Deactive

**Type:**  TYPE 1 (STAR Restricted)  
 TYPE 2 (Information Restricted)

**SB #:** 08-028-05

**WB #:**

**Category:** 8 - ELECTRICAL

| Item #: | Year: | Model: | Engine:     |
|---------|-------|--------|-------------|
| 1       | 2005  | RS     | All Engines |

**Issue Description:** If BCM has PCI internal or loss of communication fault codes, please refer to TSB 08-028-05 before replacing the BCM. ~ For fuel level issues on vehicles built before 12/20/04, replace the pump level unit assembly not the BCM.

~  
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 inquires. Please include the Part Number (s) and Tech Tip Part Description of the Tech Tip you are referencing for our tracking system.

**Additional Notes:** I was told by Jodie Powers (Application Support) to let the advocate know that he/she needs to be on the conference call with the Safety Office to approve it.

For internal DCX use only. Additional notes will not be displayed out in the field.

**TechCONNECT Accessible:**

**Canadian French Translation: (Complete)**

**Spanish Translation: (Not Translated)**

**French Translation: (Not Translated)**

**Edit\Save History**

Jodie EPowers/CTC/DCC/DCX on 08/02/2007 01:59:56 PM  
Jodie EPowers/CTC/DCC/DCX on 06/01/2007 11:58:49 AM  
Jodie EPowers/CTC/DCC/DCX on 11/06/2006 05:07:27 PM  
Ross E Putman/CTC/DCC/DCX on 06/07/2006 08:15:13 AM  
William Barket/FRC/DCC/DCX on 06/02/2006 02:11:18 PM  
Ross E Putman/CTC/DCC/DCX on 02/22/2006 08:29:54 AM  
David D Clark/CTC/DCC/DCX on 02/21/2006 04:56:50 PM  
David D Clark/CTC/DCC/DCX on 02/21/2006 04:26:25 PM  
Ross E Putman/CTC/DCC/DCX on 06/22/2005 08:12:59 AM  
David D Clark/CTC/DCC/DCX on 06/22/2005 07:17:21 AM  
Seakleang Chheu/SCP/DCC/DCX on 06/01/2005 07:00:28 PM  
Seakleang Chheu/SCP/DCC/DCX on 06/01/2005 07:00:26 PM  
Seakleang Chheu/SCP/DCC/DCX on 06/01/2005 06:45:20 PM  
Seakleang Chheu/SCP/DCC/DCX on 06/01/2005 06:45:16 PM  
Seakleang Chheu/SCP/DCC/DCX on 06/01/2005 06:43:28 PM  
Seakleang Chheu/SCP/DCC/DCX on 06/01/2005 06:43:01 PM

docAuthors:

EditHistory\_NamesList:

CN=Jodie EPowers/OU=CTC/OU=DCC/O=DCX  
CN=Ross E Putman/OU=CTC/OU=DCC/O=DCX  
CN=William Barket/OU=FRC/OU=DCC/O=DCX  
CN=David D Clark/OU=CTC/OU=DCC/O=DCX  
CN=Seakleang Chheu/OU=SCP/OU=DCC/O=DCX



EA11-010

CHRYSLER

3-16-2012

Enclosure 17

TRW Contact Information

| Name         | email  | Organizational Unit      | Facility Location |
|--------------|--|--------------------------|-------------------|
| John Cranick | <a href="mailto:John.Cranick@trw.com">John.Cranick@trw.com</a> | Body Control Systems, NA | Livonia, Michigan |
| Ben Soule    | <a href="mailto:Ben.Soule@trw.com">Ben.Soule@trw.com</a>       | Body Control Systems, NA | Livonia, Michigan |