

# DAIMLERCHRYSLER

DaimlerChrysler Corporation

Susan M. Cischke  
Sr. Vice President  
Regulatory Affairs &  
Passenger Car Operations

February 18, 2000

Mr. Kenneth N. Weinstein  
Associate Administrator, Safety Assurance  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20590

Dear Mr. Weinstein:

Reference: NHTSA Identification Number 00V-033

Enclosed are representative copies of communications relating to the 2000 model year vehicles involved in the referenced recall. DaimlerChrysler expects to begin owner notification during the week of February 28, 2000. The exact number of manufactured vehicles in the recall is 7,580.

The involved Vehicle Identification Number range is:

<u>Low</u>	<u>High</u>
YH109570	YH224384

(VIN last eight characters) - Y = 2000 Model Year; H = Bramalea Assembly Plant, Bramalea, Ontario; and the last six digits = sequential number.

**We caution that the above range represents only the lowest and highest VIN sequential numbers included in the recall. This range cannot be used to determine conclusively that a vehicle is involved in the recall because most of the vehicles with a VIN within the range are not affected by the recall.**

This completes DaimlerChrysler's package of information for this recall as required by the Defects Report Regulation.

Sincerely,



for S. M. Cischke

Enclosure: Recall #863

cc: K. C. DeMeter

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OFFICE  
DEFECTS INVESTIGATION

DaimlerChrysler Corporation  
600 Chrysler Drive - GMS 484-12-14  
Auburn Hills MI USA 48326-2757  
Phone 248.576.7301  
Fax 248.576.2202  
e-mail: smc16@daimlerchrysler.com

February 2000

Dealer Service Instructions for:

## **Safety Recall No. 863**

### **Left Front Seat Belt Retractor**

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**Reference:** February 4, 2000 electronic mail (DMAIL) message.

#### **Models**

**2000 (LH) Dodge Intrepid and Chrysler Concorde, LHS and 300M**

*NOTE: This recall applies only to the above vehicles built from October 14, 1999 through October 25, 1999 (MDH 101415 through 102522).*

*IMPORTANT: Many of the vehicles within the above build period have already been inspected or 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 left front (driver's) seat belt retractor assembly on about 7,500 of the above vehicles may not operate properly due to a manufacturing problem in the retractor mechanism. This can prevent the seat belt retractor from locking and cause increased injury to a belted driver under certain accident conditions.

#### **Repair**

The left front seat belt retractor must be replaced.

<b>Parts Information</b>
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No parts will be distributed initially. Dealers should determine which seat belt retractor is required for each vehicle at the time appointments are scheduled to assure that the correct part is available when the customer arrives. The appropriate seat belt retractor for the vehicle to be serviced may be determined by:

- Using the part code in the third column of the VIN list along with the following table (involved dealers);
- Using the VIN and part number list electronically transmitted to DIAL System Function 53 (involved dealers); or
- Entering the VIN into the DIAL VIP System (sales code information) along with the following table (all dealers):

Interior Color	Sales Code	Part Code	Part Number
Agate or Medium Quartz	*AZ or *D5	1	0SG63LAZAF or 0SG63LAZAG or 0SG63LAZAI
Camel/Tan	*K9	2	0SG631K9AF or 0SG631K9AG or 0SG631K9AI
Lt. Pearl Beige	*FK	3	0SG631FKAF or 0SG631FKAG or 0SG631F6AI

**Service Procedure**

1. Move the driver's seat to the full forward position.
2. Remove the front and rear door sill plates.
3. Remove the left (driver's) turning loop cover and then remove the turning loop bolt (Figure 1).

4. Remove the shoulder belt height adjuster knob by gently pulling straight out on the knob.

**CAUTION:** Use care when removing the adjuster knob so that the retainer clips are not broken.

5. Remove the upper B-Pillar trim panel (Figure 1).
6. Remove the lower B-Pillar trim panel (Figure 1).
7. Remove the seat belt anchor bolt (Figure 1).

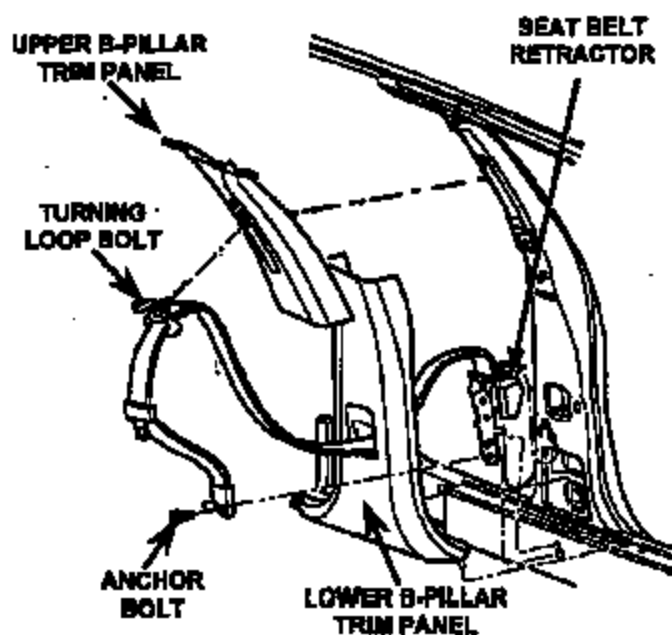


Figure 1

8. Disconnect the retractor electrical connector.
9. Feed the seat belt through the lower B-Pillar trim panel opening.
10. Remove the push-in fastener that attaches the retractor assembly to the B-Pillar.
11. Remove and discard the retractor assembly (Figure 1).
12. Install the new retractor assembly (Figure 1). Attach the retractor to the B-Pillar with the push-in fastener.
13. Feed the seat belt through the lower B-Pillar trim panel opening.
14. Connect the retractor electrical connector.

### Service Procedure (Continued)

15. Install the seat belt anchor bolt (Figure 1). Tighten the bolt to 44 ft-lbs (60 N·m).
16. Install the lower B-Pillar trim panel (Figure 1).
17. Install the upper B-Pillar trim panel (Figure 1).
18. Install the left (driver's) turning loop bolt (Figure 1). Tighten the bolt to 44 ft-lbs (60 N·m) and then install the turning loop cover.
19. Install the shoulder belt height adjuster knob.
20. Install the front and rear door sill plates.

### 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:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Replace left front seat belt retractor	23863182	0.4 hours

Add the cost of the retractor assembly plus applicable dealer allowance to your claim.

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

### Parts Return

Not required.

**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.

**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 "ORD863".

**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 appointments 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.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a DaimlerChrysler Mobile Service approved repair.

**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

# DAIMLERCHRYSLER

## **SAFETY RECALL TO REPLACE YOUR VEHICLE'S LEFT FRONT SEAT BELT RETRACTOR**

Dear Intrepid, Concorde, LHS or 300M 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 2000 model year Dodge Intrepid and Chrysler Concorde, LHS and 300M vehicles.

***The problem is...***

**The left front (driver's) seat belt retractor assembly on your vehicle (identified on the enclosed form) may not operate properly due to a manufacturing problem in the retractor mechanism. This can prevent the seat belt retractor from locking and cause increased injury to a belted driver under certain accident conditions.**

***What DaimlerChrysler and your dealer will do...***

**DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the left front seat belt retractor assembly. 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. Ask the dealer to hold the parts for your vehicle or to order them before your appointment.**
- **Bring the enclosed Owner Notification 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 1-800-992-1997. A representative will assist you. 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 1-800-424-9393. Washington, DC area residents may call 1-202-366-0123.**

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

***Buckle up  
for Safety***

Customer Services Field Operations  
DaimlerChrysler Corporation  
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