

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Matthew C. Reynolds
Director
Vehicle Compliance & Safety Affairs

November 29, 2001

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 01V-273

Enclosed are representative copies of communications relating to the 2000 and 2001 model year vehicles involved in the referenced recall. DaimlerChrysler expects to begin owner notification during the week of December 17, 2001. The exact number of manufactured vehicles in the recall is 281,561.

The Involved Vehicle Identification Number range is:

<u>Low</u>	<u>High</u>
YH100064	YH448186
1H500009	1H722829

(VIN last eight characters) - Y = 2000 Model Year; 1 = 2001 Model Year; H = Brampton Assembly Plant, Brampton, 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 many 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,


M. C. Reynolds

Enclosure: Recall #991

cc: K. C. DeMeter

25/01

DAIMLERCHRYSLER

December 2001

Dealer Service Instructions for:

Safety Recall No. 991 **Enhanced Head Impact Occupant Protection**

Models

2000-2001 (LH) Chrysler 300M and Dodge Intrepid

NOTE: This recall applies only to the above vehicles that are NOT equipped with a sunroof (WITHOUT Sales Code GWA) and that were built after November 25, 1999 (MDH 112508).

(LH) Chrysler Concorde and LHS

NOTE: This recall applies only to the above vehicles that are NOT equipped with a sunroof (WITHOUT Sales Code GWA).

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 National Highway Traffic Safety Administration (NHTSA) recently conducted a head impact test on a vehicle similar to those listed above. The results of this test indicated a possibility of an increased risk of head injury in a crash.

Repair

Mini-storage bins must be installed above the center roof support (B-pillar). The storage bins enhance head impact protection while providing a convenient location to store sunglasses and other personal items.

Installation instructions and mini-storage bins are being provided to all vehicle owners known to DaimlerChrysler with the Owner Notification letter. The owners are requested to install the mini-storage bins themselves or, if preferred, to arrange for dealer installation without charge.

Parts Information

No parts will be distributed initially to dealers for this recall. If an owner's storage bins are lost or damaged, or if dealers require more storage bins for inventory vehicles, Mini-Storage Bin Packages, PN CATF9910, may be ordered as needed. Each package contains two (2) mini-storage bins.

Service Procedure

1. Open the rear driver's side door.
2. Place the clip side of one of the mini-storage bins against the vehicle roof (headliner) just above the center roof support (B-Pillar) trim panel. Align the mini-storage bin so that it is centered with the B-pillar trim panel (Figure 1).

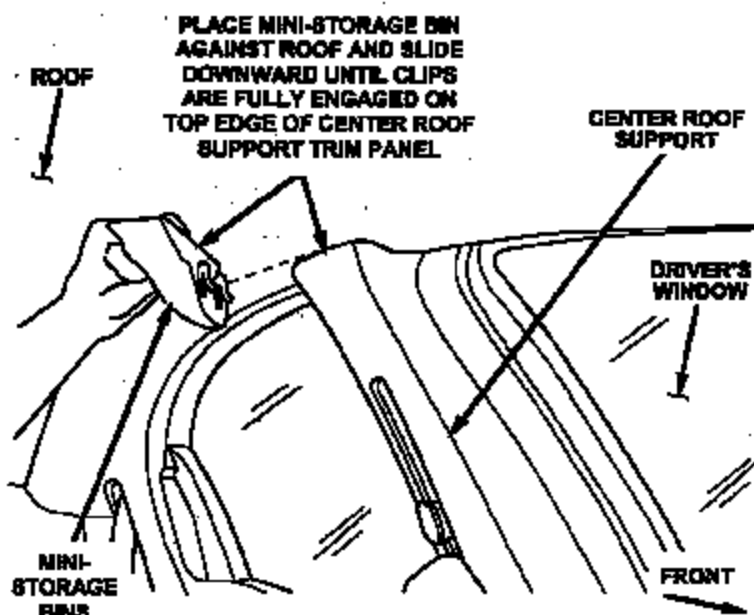


Figure 1 – Driver's Side Shown

3. Slide the mini-storage bin downward until the storage bin clips are attached to the top edge of the trim panel. Make sure that the two clips on the backside of the storage bin are fully seated on the trim panel (Figure 2).

IMPORTANT: Use care so that the clips do not damage the headliner material.

4. Repeat Steps 1 through 3 for the passenger side of the vehicle.

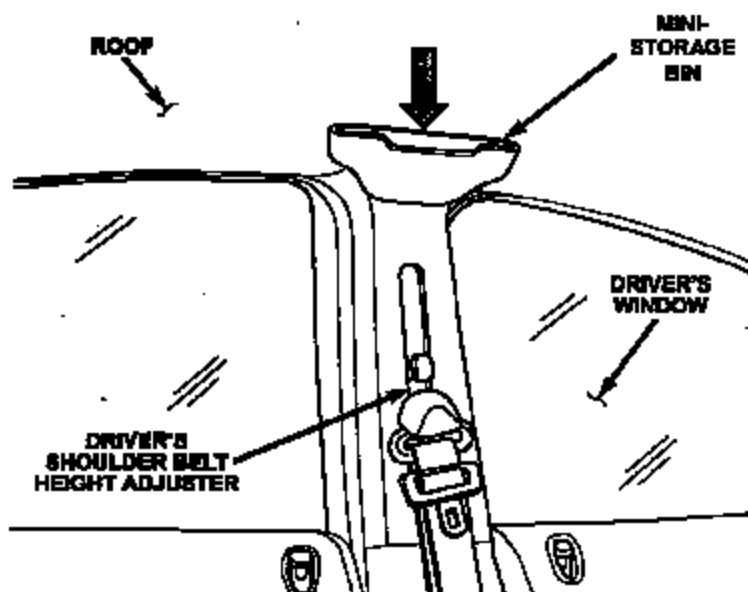


Figure 2 – Driver's Side Shown

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:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Install Mini-Storage Bins	23-99-11-82	0.2 hours

Add the cost of the parts package, if necessary, 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 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.

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 claim submission. To use this system, type "53" at the "ENTER FUNCTION" prompt, then type "ORD991".

Owner Notification and Service Scheduling

All involved vehicle owners known to DaimlerChrysler are being notified of the service requirement by mail. They are requested to install the supplied mini-storage bins on their vehicle. Any owner who prefers not to install the storage bins is asked to schedule an appointment for the service with their dealer. 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 service does not require hoists or other full service facility special equipment and is DaimlerChrysler Mobile Service approved.

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 ENHANCE YOUR VEHICLE'S HEAD IMPACT OCCUPANT PROTECTION

Dear DaimlerChrysler Vehicle Owner:

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

As a result of a government test conducted to assess compliance with Federal Motor Vehicle Safety Standard 201, DaimlerChrysler Corporation is enhancing the head impact occupant protection of some 2000 and 2001 model year Chrysler Concorde, LHS and 300M; and Dodge Intrepid vehicles.

The problem is...

The National Highway Traffic Safety Administration (NHTSA) recently conducted a head impact test on a vehicle similar to yours (identified on the enclosed form). Because the results of this test indicated a possibility of an increased risk of head injury in a crash, DaimlerChrysler has developed a simple change to your vehicle.

What you must do to ensure your safety...

- **We ask that you install the mini-storage bins that are enclosed with this letter. The storage bins enhance head impact protection while providing a convenient location to store sunglasses and other personal items. Please follow the installation instructions printed on the reverse side of this letter.**
- **If you prefer to not install the mini-storage bins yourself, simply contact your dealer right away to schedule a service appointment. Bring the enclosed form and the storage bins with you to your dealer. The form identifies the required service to the dealer.**

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will modify your vehicle free of charge (parts and labor). To do this, your dealer will install the mini-storage bins above the center door support (B-pillar). The work will take only a few minutes to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

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 your dealer fails or is unable to remedy this condition 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. We encourage you to take this opportunity to improve the crash protection of your vehicle. Thank you for your attention to this important matter.

***Buckle up
for Safety***

Customer Services Field Operations
DaimlerChrysler Corporation
991

(Over)

Mini-Storage Bin Installation Instructions

1. Open the rear driver's side door.
2. Place the clip side of one of the mini-storage bins against the vehicle roof (headliner) just above the center roof support trim panel. Align the mini-storage bin so that it is centered with the roof support trim panel (Figure 1).

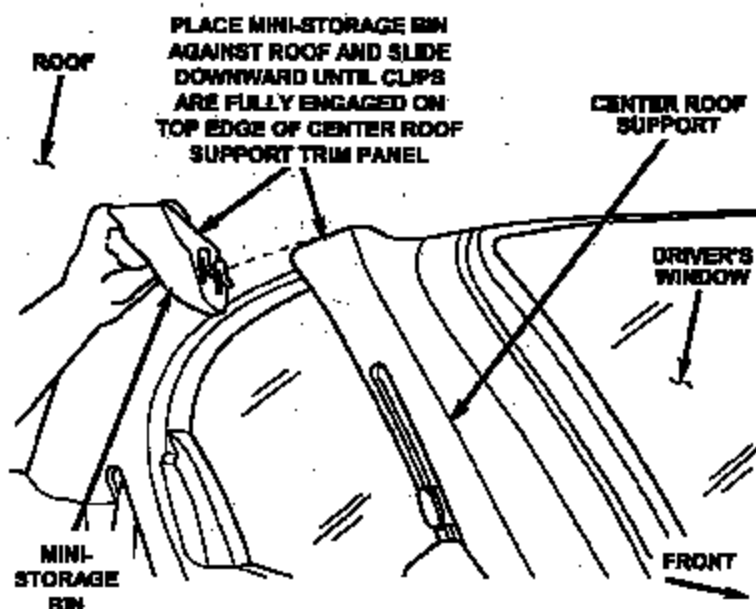


Figure 1 - Driver's Side Shown

3. Slide the mini-storage bin downward until the storage bin clips are attached to the top edge of the trim panel. Make sure that the two clips on the backside of the storage bin are fully seated on the trim panel (Figure 2).

IMPORTANT: Use care so that the clips do not damage the headliner material.

4. Repeat Steps 1 through 3 for the passenger side of the vehicle.

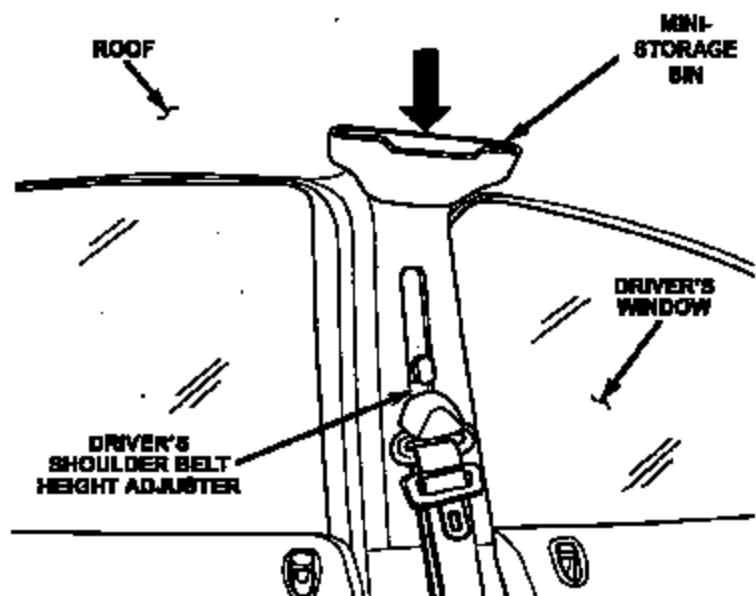


Figure 2 - Driver's Side Shown