

# DAIMLERCHRYSLER

May 20, 2002

DaimlerChrysler Corporation

Stephan J. Speth

Director

Vehicle Compliance & Safety Affairs

May 20, 2002

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 02V-076

Enclosed are representative copies of communications relating to the 1997 through 1999 model year vehicles involved in the referenced recall. DaimlerChrysler expects to begin owner notification during the week of June 3, 2002. The exact number of vehicles in the recall is 358,659 (1997 - The Polk Company currently registered and 1998 through 1999 - manufactured).

The involved Vehicle Identification Number range is:

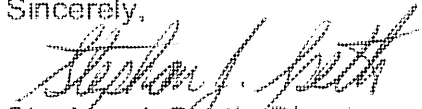
<u>Low</u>	<u>High</u>	<u>Low</u>	<u>High</u>
VB200047	VB489663	VR100001	VR451134
WB500006	WB780506	WR500004	WR858209
XB500010	XB610624	XR100001	XR226123

(VIN last eight characters) - V = 1997 Model Year; W = 1998 Model Year; X = 1999 Model Year; B = St. Louis South Assembly Plant, Fenton, Missouri; R = Windsor Assembly Plant, Windsor, 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 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,



Stephan J. Speth, Director  
Vehicle Compliance and Safety Affairs

Enclosure: Recall #B09

cc: K. C. DeMeter

DaimlerChrysler Corporation  
600 Chrysler Drive, CIMS 462-00-91  
Auburn Hills MI USA 48326-2757  
Phone 248.512.4188  
Fax 248.576.7321  
e-mail: ss5@daimlerchrysler.com

May 2002

Dealer Service Instructions for:

**Safety Recall No. B09**  
**Rear Sound Barrier/Outboard Seat Belts**

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**Models**

1997-1999 (NS) Dodge Caravan, Plymouth Voyager and Chrysler Town & Country Short Wheel Base Minivans

*NOTE: This recall applies only to the above vehicles built through October 31, 1998 (MDH 1031XX).*

**IMPORTANT:** Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the DIAL VIP System.

**Subject**

The D-pillar mastic sound barrier patches on about 410,000 of the above vehicles may loosen and drop into the rear seat (3<sup>rd</sup> row), outboard seat belt assemblies. This could cause the rear outboard seat belts to become inoperative.

**Repair**

The D-pillar mastic patches must be removed and replaced with foam pads on all involved vehicles. In addition, the 3<sup>rd</sup> row rear seat outboard seat belt assemblies must be inspected for proper operation. Seat belts that stick or are inoperative must be replaced.

<b>Parts Information</b>
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**A. Foam Pad Packages:**

<u>Part Number</u>	<u>Description</u>
CCWRB090	Foam Pad Package

Each package contains two (2) foam pads.

Each dealer to whom vehicles in the recall were invoiced will receive enough Foam Pad Packages to service about 10% of those vehicles.

**B. Rear Seat Belt Assemblies:**

Very few vehicles are expected to require seat belt replacement as determined by the inspection in Step 3 of the service procedure. Dealers should determine which Seat Belt Assembly(s) may be required for each vehicle at the time appointments are scheduled to assure that the correct part is available when the customer arrives. The seat belt assemblies 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):

<u>Interior Color</u>	<u>Sales Code</u>	<u>Part Code</u>	<u>Belt Location</u>	<u>Part Number</u>
Medium Quartz or Agate	-C3 or -AZ	1	Left	0SL701AZAA
			Right	0SL711AZAA
Silverfern	-JK	2	Left	0SL701JKAA
			Right	0SL711JKAA
Camel	-K5	3	Left	0SL701K5AA
			Right	0SL711K5AA

**Service Procedure**

**NOTE:** Only rear seat belt assemblies that are sticky or inoperative, as determined by the inspection below, require replacement. Very few vehicles are expected to require rear seat belt replacement.

1. Open the rear liftgate.
2. Move the rear seat (3<sup>rd</sup> row) to its forward-most position.
3. Inspect **both** outboard rear seat belts for proper operation. If the seat belt will not pull out or if it does not pull out smoothly, the seat belt assembly must be replaced. Note whether one, both or none of the rear seat belt assemblies require replacement.

**IMPORTANT:** Do NOT replace seat belt assemblies that operate properly but have sticky, black stains from the mastic patch material. Use Mopar Total Clean (P/N 04897840AA) to remove any stains from the seat belt webbing.

4. Remove the liftgate opening header trim panel.
5. Remove the liftgate sill plate.
6. Remove the left rear seat belt lower anchor bolt.
7. Open the left quarter panel storage bin cover.
8. Lift upward and rearward on the jack storage cover retaining tab to disengage it, then remove the jack storage cover (Figure 1).
9. Pull the rear of the upper rear quarter panel bolster out to access one of the D-pillar trim panel screws.

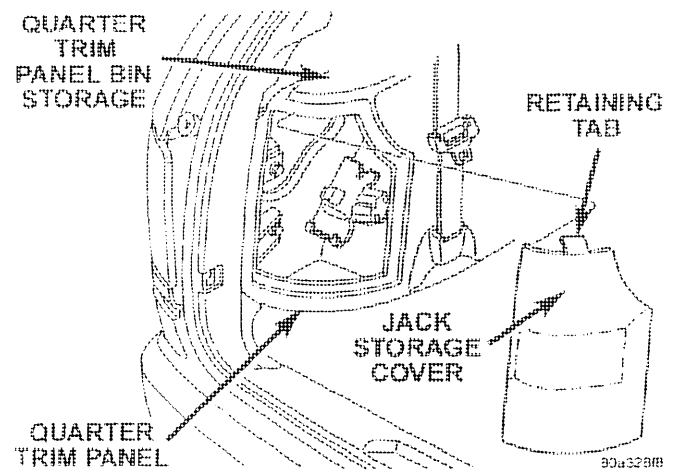


Figure 1

**Service Procedure (Continued)**

10. Remove the three (3) left D-pillar trim panel screws (Figure 2).
11. Disengage the hidden D-pillar trim panel clips.
12. Disconnect the speaker wiring connector (if equipped).
13. Pass the seat belt through the slot in the D-pillar trim panel and then remove the trim panel.

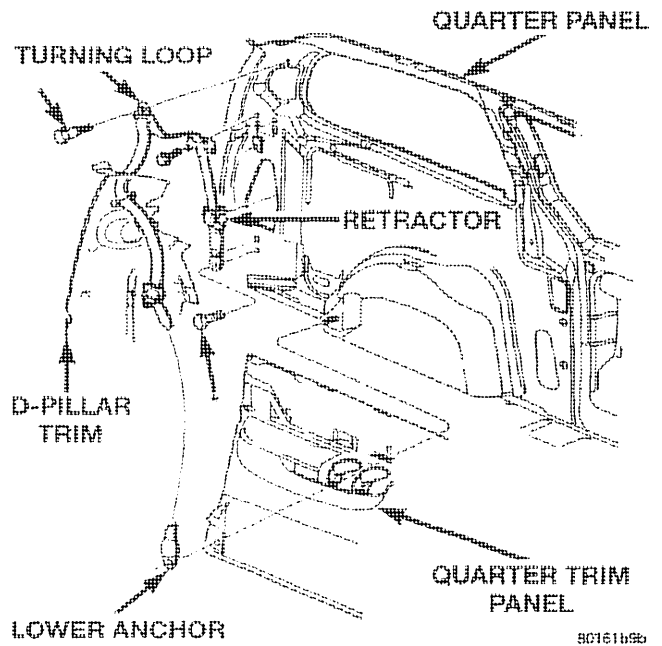


Figure 2

14. Pull the rear corner of the headliner down and remove the mastic patch from the upper surface of the D-pillar (Figure 3) or from behind the D-pillar trim panel (if patch has already separated).

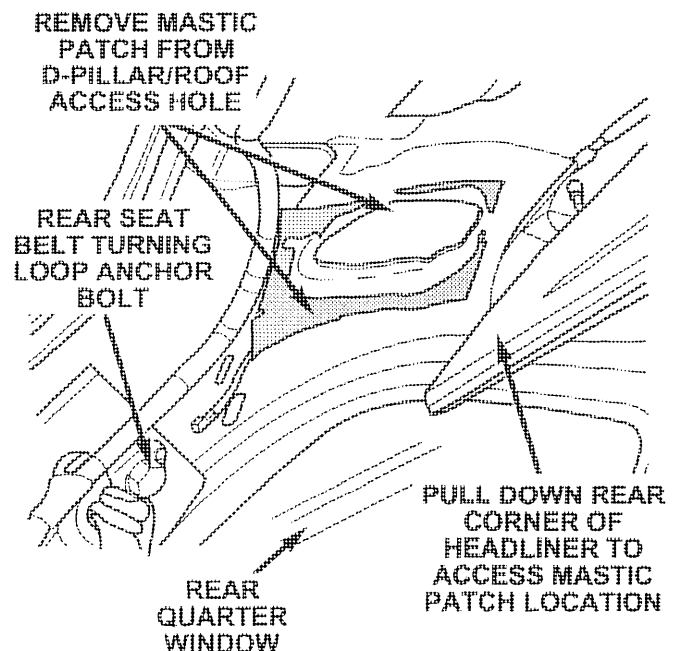


Figure 3 – Left Side Shown

**Service Procedure (Continued)**

15. Pull the rear corner of the headliner down and install one of the supplied foam pads into the D-pillar opening (Figure 4).
16. For vehicles where the inspection in Step 3 determined that the left rear seat belt assembly must be replaced:
  - a. Remove the seat belt guide loop bolts (Figure 2).
  - b. Remove the seat belt turning loop anchor bolt (Figure 2).
  - c. Remove the seat belt retractor anchor bolt and then remove the seat belt assembly from the vehicle (Figure 2).
  - d. Install the new seat belt assembly into the D-pillar pocket (Figure 2). Tighten the retractor anchor bolt to 29 ft-lbs (39 N·m).
  - e. Install the seat belt turning loop anchor bolt (Figure 2). Tighten the turning loop anchor bolt to 29 ft-lbs (39 N·m).
  - f. Install the seat belt guide loop onto the D-pillar (Figure 2). Tighten the guide loop bolts to 29 ft-lbs (39 N·m).
17. Pass the seat belt through the slot in the D-pillar trim panel.
18. Connect the speaker wiring connector to the speaker (if equipped).
19. Align the locating pins on the backside of the D-pillar trim panel with the mating holes on the inner quarter panel and then engage the hidden panel clips.
20. Install the D-pillar trim panel screws.
21. Install the rear quarter panel upper bolster.
22. Install the jack storage cover (Figure 1) and then close the storage bin cover.

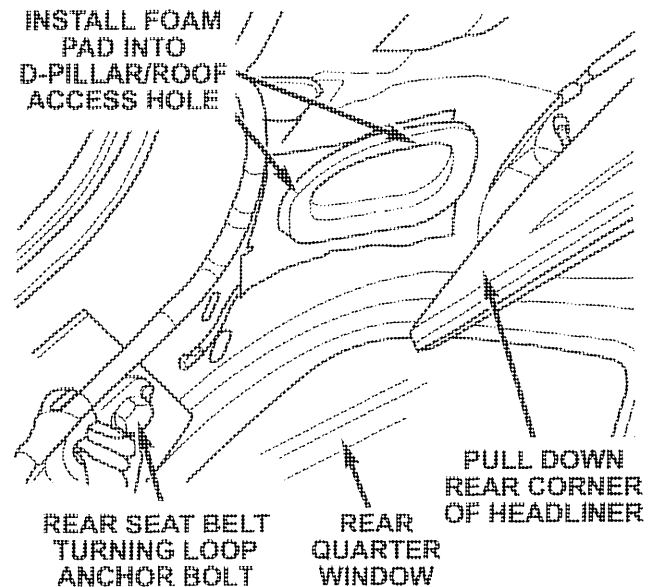


Figure 4 – Left Side Shown

**Service Procedure (Continued)**

23. Install the rear seat belt lower anchor bolt. Tighten the anchor bolt to 29 ft-lbs (39 N·m).
24. Remove the right rear seat belt lower anchor bolt.
25. Pull the rear of the rear quarter panel upper bolster out to access the right D-pillar trim panel screws.
26. Remove the two (2) right D-pillar trim panel screws (Figure 2).
27. Disengage the hidden D-pillar trim panel clips.
28. Disconnect the speaker wiring connector (if equipped).
29. Pass the seat belt through the slot in the D-pillar trim panel and then remove the trim panel.
30. Pull the rear corner of the headliner down and remove the mastic patch from the upper surface of the D-pillar (Figure 3) or from behind the D-pillar trim panel (if patch has already separated).
31. Pull the rear corner of the headliner down and install the other supplied foam pad into the D-pillar opening (Figure 4).
32. For vehicles where the inspection in Step 3 determined that the right rear seat belt assembly must be replaced:
  - a. Remove the seat belt guide loop bolts (Figure 2).
  - b. Remove the seat belt turning loop anchor bolt (Figure 2).
  - c. Remove the seat belt retractor anchor bolt and then remove the seat belt assembly from the vehicle (Figure 2).
  - d. Install the new seat belt assembly into the D-pillar pocket (Figure 2). Tighten the retractor anchor bolt to 29 ft-lbs (39 N·m).
  - e. Install the seat belt turning loop anchor bolt (Figure 2). Tighten the turning loop anchor bolt to 29 ft-lbs (39 N·m).
  - f. Install the seat belt guide loop onto the D-pillar (Figure 2). Tighten the guide loop bolts to 29 ft-lbs (39 N·m).

**Service Procedure (Continued)**

33. Pass the seat belt through the slot in the D-pillar trim panel.
34. Connect the speaker wiring connector to the speaker (if equipped).
35. Align the locating pins on the backside of the D-pillar trim panel with the mating holes on the inner quarter panel and then engage the hidden panel clips.
36. Install the D-pillar trim panel screws.
37. Install the rear quarter panel upper bolster.
38. Install the rear seat belt lower anchor bolt. Tighten the anchor bolt to 29 ft-lbs (39 N·m).
39. Install the liftgate sill plate.
40. Install the liftgate opening header trim panel.
41. Return the rear seat to its original location.
42. Close the liftgate.



### 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 one of the following labor operation numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Remove mastic patches and install foam pads	23-B0-91-82	0.4 hours
Remove mastic patches, install foam pads and replace <u>one</u> seat belt assembly (Left or Right)	23-B0-91-83	0.5 hours
Remove mastic patches, install foam pads and replace <u>two</u> seat belt assemblies	23-B0-91-84	0.6 hours

Add the cost of the recall parts package(s) 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 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 “ORDB09”.

**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 INSPECT YOUR MINIVAN'S REAR SEAT BELTS AND REPLACE THEM IF NECESSARY**

Dear Chrysler Minivan 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 1997 through 1999 model year Dodge Caravan, Plymouth Voyager and Chrysler Town & Country short wheel base minivans.

*The problem is...*

The mastic sound barrier patches on your minivan (identified on the enclosed form) may loosen and drop into the rear seat (3<sup>rd</sup> row) outboard seat belt assemblies. This could cause the rear outboard seat belts to become inoperative.

*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 mastic patches with foam pads and inspect the rear seat belt assemblies and replace them if necessary. The work will take less than one 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 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 1-800-853-1403. A representative will assist you.

If you have already experienced the problem described above and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, Attention: Reimbursement.

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 1-888-327-4236.

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

Customer Services Field Operations  
DaimlerChrysler Corporation

B09

*Buckle up  
for Safety*