

DAIMLERCHRYSLER

RECEIVED

2003 APR 16 P 1:15

DaimlerChrysler Corporation

Stephan J. Speth

Director

Vehicle Compliance & Safety Affairs

April 10, 2003

OFFICE OF DEFECTS
INVESTIGATION

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 03V-035

Enclosed are representative copies of communications relating to the 1998 through 2002 model year vehicles involved in the referenced recall. DaimlerChrysler expects to begin owner notification during the week of April 21, 2003. The exact number of vehicles in the recall is 1,024,732 (1998 – The Polk Company currently registered and 1999 through 2002 – manufactured).

The involved Vehicle Identification Number range is:

<u>Low</u>	<u>High</u>
WH100001	WH267549
XH115743	XH842753
YH100001	YH448189
1H500001	1H722830
2H100001	2H294155

(VIN last eight characters) - W = 1998 model year; X = 1999 model year; Y = 2000 model year; 1 = 2001 model year; 2 = 2002 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 some 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 #C04

cc: K. C. DeMeter

DAIMLERCHRYSLER

April 2003

Dealer Service Instructions for:

Safety Recall No. 604 Driver's Seat Recliner Bolts

Models

1998-2002 (LE) Dodge Intrepid and Chrysler Concorde and 300M

NOTE: This recall applies only to the above vehicles built through April 27, 2002 (MDH 042722).

1998-2001 (LE) Chrysler LHS

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 VIP inquiry process.

Subject

The driver's seat recliner bolts on about 1,050,000 of the above vehicles may break. If this occurs, the seat back may suddenly recline which could cause an accident without warning.

Repair

The driver's seat recliner-to-seat back frame bolts must be replaced on all vehicles. In addition, a recliner flexshaft assembly must be replaced on 1998 through mid-2000 model year vehicles equipped with a power seat adjuster.

Parts Information

IMPORTANT: This recall will be implemented in phases as parts become available. Involved dealers will receive an initial quantity of part packages for each phase before owner notification for that phase begins. Parts will not be available before the applicable phase begins.

A. 2000-2002 Vehicles Built AFTER January 1, 2000 (MDH 010100) Equipped With POWER Seat Adjusters and All 1998-2002 Vehicles Equipped With MANUAL Seat Adjusters.

Part Number Description

CCXJC041 Recliner Bolt Package (Part Code 1)

Each package contains two (2) bolts and two (2) nuts.

Each dealer to whom vehicles in the recall were invoiced will receive enough Recliner Bolt Packages (Phase 1) to service about 10% of those vehicles.

B. 1998-2000 Vehicles Built THROUGH January 1, 2000 (MDH 010100) Equipped With POWER Seat Adjusters.

Built After 02/07/98 and Equipped with a Power Seat	JPR or JPV	2	CCTPC042	3
Built After 02/07/98 and Equipped with a Power Memory Seat	JPR or JPV AND LEW	3	CCPPC043	2
Built Through 02/07/98 and Equipped with a Power Seat	JPR or JPV	4	CCD5C044	1

Each package contains two (2) bolts, two (2) nuts, a flexshaft assembly, a foam sleeve and a ferrule/clip.

When the parts become available and the notification phase is launched, each dealer to whom vehicles in the recall were invoiced will receive enough Recliner Bolt and Flexshaft Packages to service about 10% of those vehicles that are involved in that phase.

Service Procedure**A. Service Procedure for All Vehicles Equipped With MANUAL Seat Adjusters and 2000-2002 Model Year Vehicles Built AFTER January 1, 2000 (MDH 0101XX) Equipped With POWER Seat Adjusters.**

1. Move the driver's seat to the rearward-most position and raise the seat to its highest position (power seat only).
2. Adjust the seat back to the full forward position.
3. Remove the two side screws (power only) and the rear screw (all) from the seat side shield and then rotate the shield away from the rear of the seat (Figure 1).

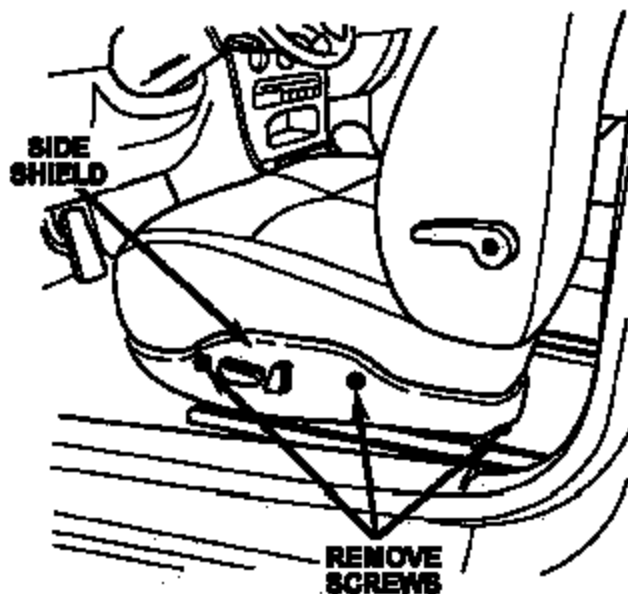


Figure 1

4. Using a 1/2" drive air ratchet and a T30 Torx bit (Snap-on P/N TTX30E or equivalent), remove the outboard recliner paddle-to-seat back frame bolt (Figure 2).

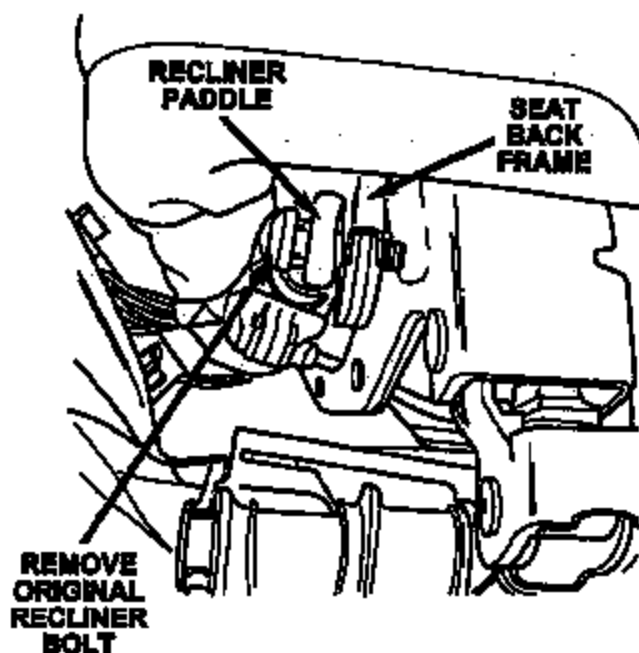


Figure 2

Service Procedure (Continued)

5. **Using a 1/4" drive air ratchet and a T30 Torx bit,** install one of the supplied bolts into the hole in the recliner paddle (Figure 3) and then into the hole in the seat back frame. Using an inch-pound torque wrench, **tighten the bolt** (without the nut attached) to 90 in-lbs (10.2 N-m).

NOTE: If the seat back frame threads are stripped, tighten the bolt as much as possible and then install and tighten the nut.

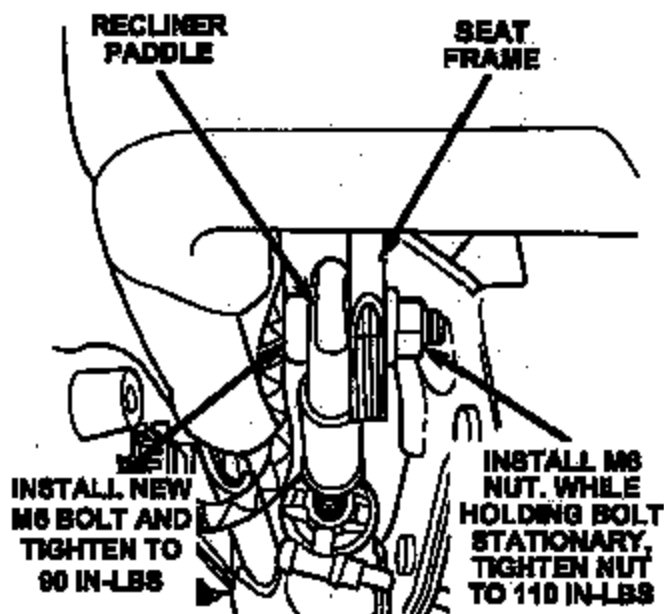


Figure 3

IMPORTANT: Use the proper size torque wrench. Do NOT over tighten. Do not use a foot-pound torque wrench.

6. Install one of the supplied nuts onto the bolt (Figure 3). While holding the bolt stationary, tighten the nut to 110 in-lbs (12.5 N-m).
7. Repeat Steps 4-6 for the inboard recliner paddle-to-seat back frame bolt.
8. Install the seat side shield. Tighten the screws securely.
9. Return the driver's seat to its original position and then return the vehicle to the customer.

Service Procedure (Continued)

B. Service Procedure for 1998-2000 Model Year Vehicles Built THROUGH January 1, 2000 (MDH 0101XX) Equipped With POWER Seat Adjusters.

1. Move the driver's seat to the full forward position.
2. Remove the two (2) rear driver's seat anchor bolts.
3. Move the driver's seat to the rearward-most position and then raise the seat to its highest position and adjust the seat back to the full forward position.
4. Remove the two (2) front driver's seat anchor bolts.
5. Remove the headrest and then tip the driver's seat forward and prop it up to access the seat adjuster mechanism.
6. Remove the two side screws and the rear screw from the side shield and then rotate the shield away from the rear of the seat.
7. Inspect the date code on one of the seat adjuster motors (Figure 4) to determine the correct repair package part number as some seat adjuster assemblies may have been previously replaced.

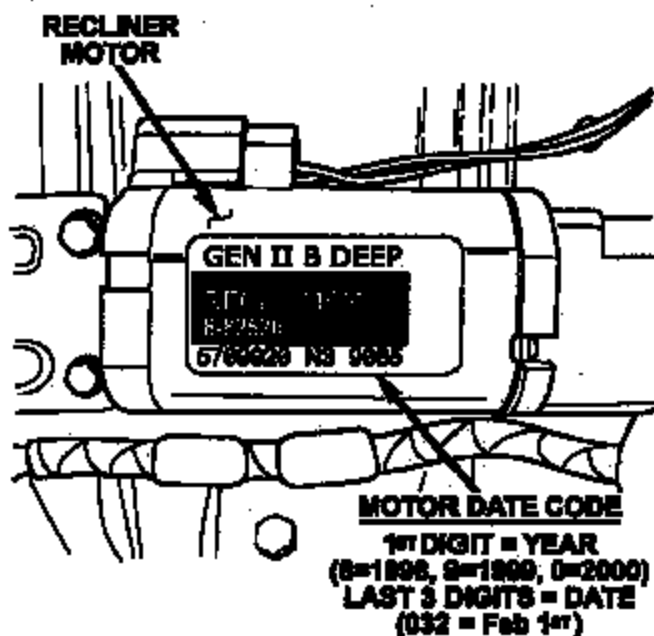


Figure 4 – Memory Seat Recliner Motor Shown

- If the date code is 02/01/98 or earlier, use repair package CCD5C044.
- If the date code is 02/02/98 through 01/01/00, and the vehicle does NOT have a memory seat (without sales code LEW), use repair package CCTPC042.
- If the vehicle is equipped with a memory seat (with sales code LEW) built through 01/01/00, use repair package CCPPC043.
- If the date code is after 01/01/00, flexshaft replacement is NOT required. Use repair package CCXJC041 and continue with Step 10.

Service Procedure (Continued)

8. Remove the inboard recliner motor-to-gearbox flexshaft. To do this, remove the end of the flexshaft from the recliner motor while pulling on the flexshaft housing, slide the flexshaft out of its housing so that it disengages from the inboard recliner gearbox and then unclip the ferrule from the gearbox (Figure 5). Discard the flex shaft.

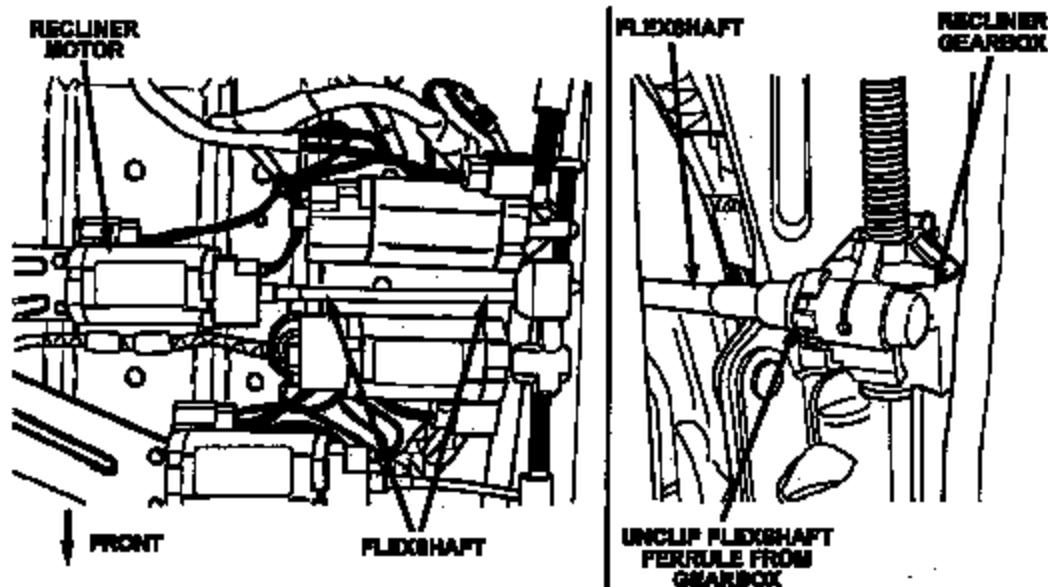


Figure 5

9. Ensure that the foam sleeve is positioned on the provided flexshaft and then install the flexshaft. To do this, insert the BLUE end of flexshaft into the recliner motor, attach the supplied ferrule/clip to the other end of the flexshaft and then connect it to the inboard gearbox (Figure 6).

NOTE: The flexshaft housing must be fully seated in the motor and ferrule. Slide the foam sleeve back and ensure that the flexshaft is properly inserted.

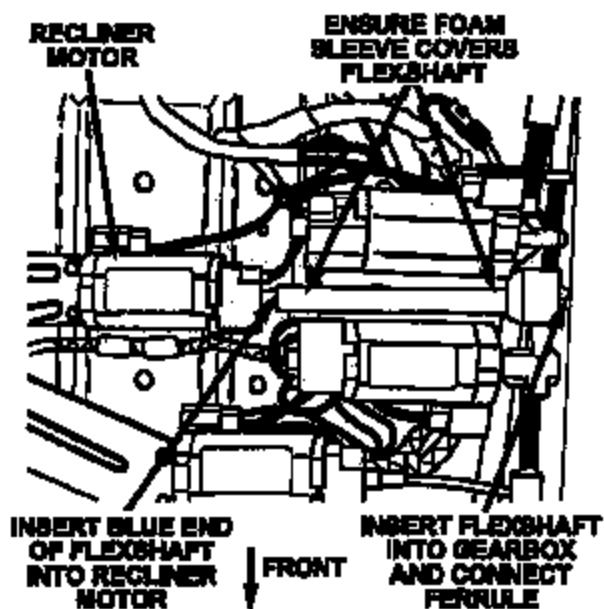


Figure 6

Service Procedure (Continued)

10. Remove the outboard recliner paddle-to-seat back frame bolt (Figure 7).
11. Remove the inboard recliner paddle-to-seat back frame bolt.
12. Install one of the supplied bolts into the hole in the outboard recliner paddle (Figure 8) and then into the hole in the seat back frame. Tighten the bolt (without the nut attached) to 90 in-lbs (10.2 N·m).

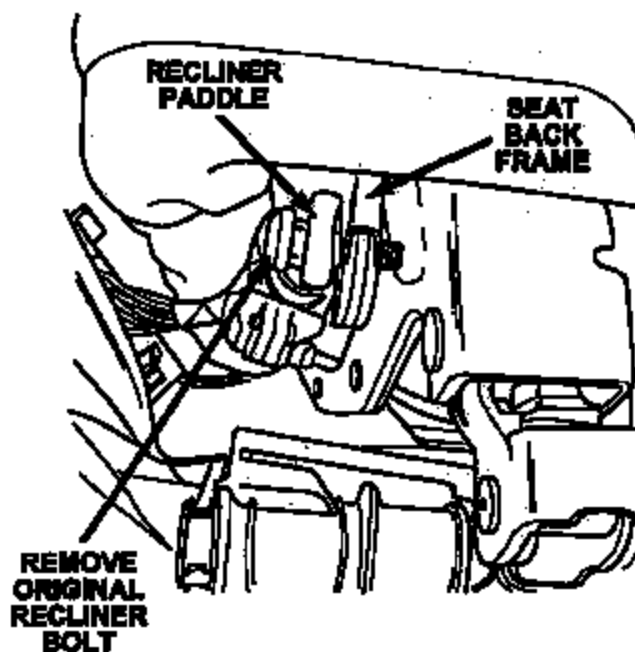


Figure 7

NOTE: If the seat back frame threads are stripped, tighten the bolt as much as possible and then install and tighten the nut.

IMPORTANT: Use the proper size torque wrench. Do NOT over tighten. Do not use a foot-pound torque wrench.

13. Install one of the supplied nuts onto the bolt (Figure 8). While holding the bolt stationary, tighten the nut to 110 in-lbs (12.5 N·m).

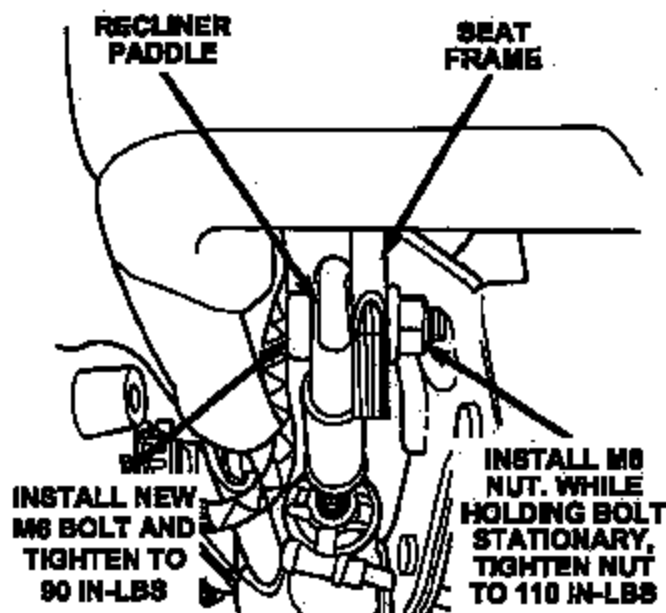


Figure 8

Service Procedures (Continued)

14. Install the other supplied bolt into the hole in the inboard recliner paddle (Figure 8) and then into the hole in the seat back frame. Tighten the bolt (without the nut attached) to 90 in-lbs (10.2 N·m).

NOTE: If the recliner paddle hole and seat frame hole are not aligned, rotate the recliner paddle until the holes are aligned and the paddle flat is parallel with the seat back frame.

NOTE: If the seat back frame threads are stripped, tighten the bolt as much as possible and then install and tighten the nut.

IMPORTANT: Use the proper size torque wrench. Do NOT over tighten. Do not use a foot-pound torque wrench.

15. Install the remaining nut onto the bolt (Figure 8). While holding the bolt stationary, tighten the nut to 110 in-lbs (12.5 N·m).
16. Install the seat side shield. Tighten the screws securely.
17. Tip the driver's seat assembly back into position and then install the headrest.
18. Fully recline the seat back to verify proper operation. If the seat back twists while moving, the flexshaft was not properly installed. Repeat Steps 8 and 9 to reinstall the flexshaft. Return the seat back to the upright position.
19. Install the two (2) front driver's seat anchor bolts. Tighten the bolts to 45 ft-lbs (61 N·m).
20. Move the driver's seat to the forward-most position.
21. Install the two (2) rear driver's seat anchor bolts. Tighten the bolts to 45 ft-lbs (61 N·m).
22. Return the driver's seat to its original position and then return the vehicle to the customer.

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:

	Labor Operation Number	Time Allowance
Replace driver’s seat recliner bolts	23-C0-41-82	0.2 hours
Replace driver’s seat recliner bolts and flexshaft	23-C0-41-83	0.4 hours

Add the cost of the recall parts package 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

All dealers will receive a copy of this dealer recall notification letter by DMAIL and by first class mail. Two additional copies will be sent through the DCMMS. DealerCONNECT and the MDS2 will be updated to include this recall in the near future.

Vehicle Lists, Global Recall System, VIP and Dealer Follow up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed. Involved dealers were also mailed a copy of their vehicle (VIN) list with the dealer recall notification letter.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner’s name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “Service” tab and then click on “Global Recall System.” Your dealer’s VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Important Note: Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from a number of governmental sources. Use of this information is permitted for recall purposes only and is strictly prohibited from all other use.

Owner Notification and Service Scheduling

All involved vehicle owners known to DaimlerChrysler are being notified of the service requirement in phases by first class mail. They are requested to schedule appointments for this service with their dealers. A copy of the owner letter is attached. Owner notification will be phased over several weeks as parts become available.

- Phase 1 includes all manual seat equipped vehicles, mid-2000 through 2002 model year vehicles equipped with a power driver’s seat and early-1998 model year vehicles equipped with a power driver’s seat.
- Phase 2 includes all 1998 through mid-2000 model year vehicles equipped with a power memory driver’s seat.
- Phase 3 includes late-1998 through mid-2000 model year vehicles equipped with a power driver’s seat.

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.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

**Customer Services Field Operations
DaimlerChrysler Corporation**

DAIMLERCHRYSLER

SAFETY RECALL TO REPLACE THE DRIVER'S SEAT RECLINER BOLTS ON YOUR VEHICLE

Dear DaimlerChrysler Vehicle 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 1998 through 2002 model year Dodge Intrepid, Chrysler Concorde and 300M and 1998 through 2001 model year Chrysler LHS vehicles.

The problem is...

The driver's seat recliner bolts on your vehicle (identified on the enclosed form) may break. If this occurs, the seat back may suddenly recline which could cause an accident without warning.

***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 driver's seat recliner bolts. 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 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
C04

***Buckle up
for Safety***