

DAIMLERCHRYSLER

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NHTSA-215  
2004 FEB 20 A 9 55  
OFFICE OF  
DEFECTS INVESTIGATION

DaimlerChrysler Corporation  
Stephan J. Speth  
Director  
Vehicle Compliance & Safety Affairs

February 16, 2004

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-505

Enclosed are representative copies of communications relating to the 2000 through 2002 model year vehicles involved in the referenced recall. DaimlerChrysler expects to begin owner notification during the week of March 1, 2004. The exact number of manufactured vehicles in the recall is 35,841.

The involved Vehicle Identification Number range is:

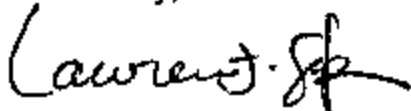
<u>Low</u>	<u>High</u>
YB536621	YB808375
1S256207	1S345709
2S500004	2S726714

(VIN last eight characters) - Y = 2000 model year; 1 = 2001 model year; 2 = 2002 model year; B = St. Louis South Assembly Plant, Fenton Missouri; S = Warren Truck Assembly Plant, Warren Michigan; 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,



for Stephan J. Speth, Director  
Vehicle Compliance and Safety Affairs

Enclosure: Recall #C41

cc: K. C. DeMeter

# DAIMLERCHRYSLER

February 2004

Dealer Service Instructions for:

## **Safety Recall No. C41** **Certification Label Tire/GAWR Information**

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### **Models**

**2001-2002 (AN) Dodge Dakota Quad Cab (4x2)**

*NOTE: This recall applies to some of the above vehicles equipped with P255/65R16 tires (sales code TR2)*

**2000 (NS) Dodge Caravan/Grand Caravan**

*NOTE: This recall applies to some of the above vehicles equipped with P215/60R17 tires (sales code TTG)*

**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 Vehicle Certification Label on about 35,800 of the above vehicles contains incorrect tire size/Gross Axle Weight Rating (GAWR) information and does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 120. – Tire Selection and Rims for Motor Vehicles other than Passenger Cars. Improperly loading vehicles can cause tire failure and result in a crash without warning.

### **Repair**

Vehicle certification information correction label overlays will be mailed to owners known to DaimlerChrysler for the owners to install (or for installation by their dealer if preferred).

**Parts Information**

Tire/GAWR label overlays are being mailed to all owners known to DaimlerChrysler. If an owner's label overlay is lost, dealers may order additional label overlays if necessary.

**A. (AN) Dodge Dakota**

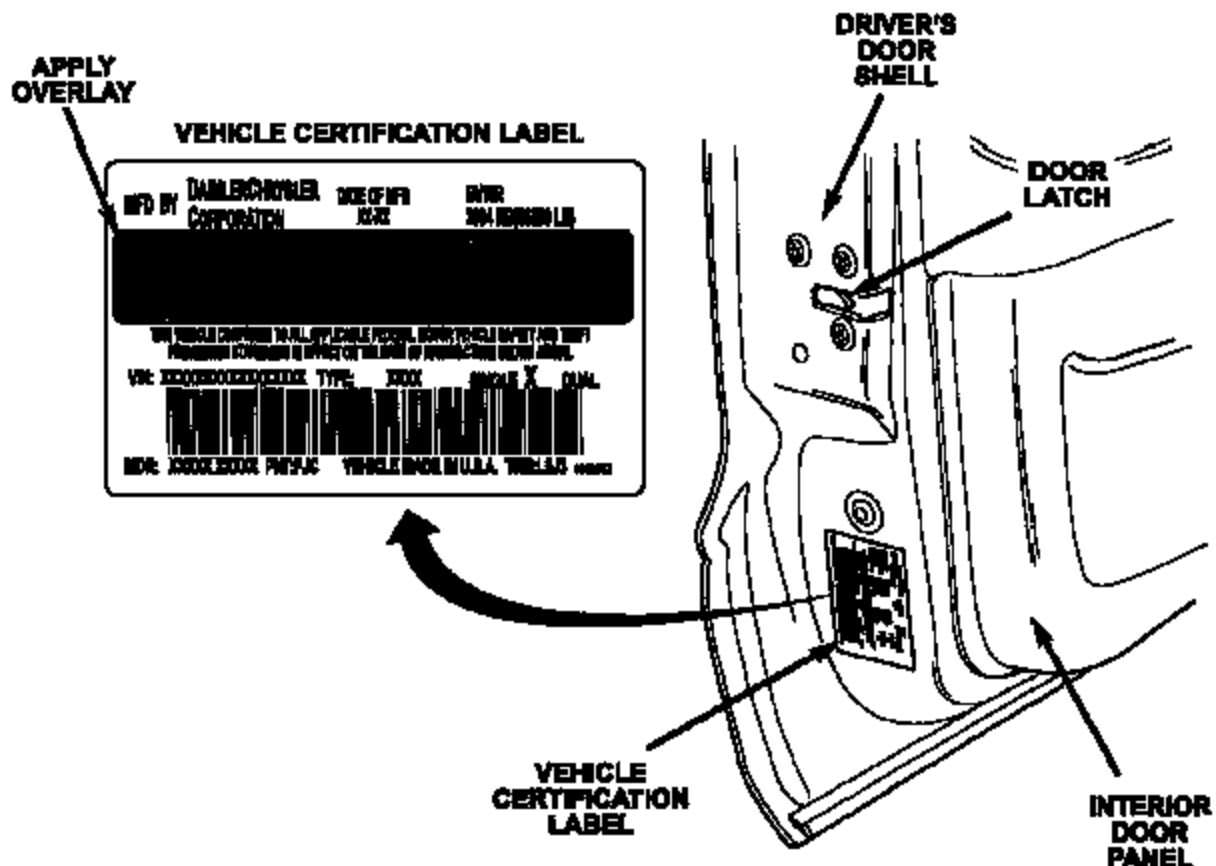
<b><u>Part Number</u></b>	<b><u>Description</u></b>
<b>CBC4C411</b>	<b>Tire/GAWR Label Overlay</b>

**B. (NS) Dodge Caravan/Grand Caravan**

<b><u>Part Number</u></b>	<b><u>Description</u></b>
<b>CBA4C412</b>	<b>Tire/GAWR Label Overlay</b>

**Service Procedure**

1. Open the driver's door and locate the Vehicle Certification Label on the lower rear of the driver's door as shown (Figure 1).
2. Clean the existing certification label by wiping it with a household cleaner to remove any dirt, oil residue or grease.
3. Remove the information correction label overlay from its paper backing and carefully install it on the Vehicle Certification Label covering the original information (Figure 1). Firmly press and smooth the label to the surface of the Vehicle Certification Label to ensure good adhesion.



**Figure 1 – Dodge Dakota Shown**

**Completion Reporting and Reimbursement**

Claims for vehicles that have been serviced must be submitted on the DIAL System or on the DealerCONNECT Claim Entry Screen located on the Service tab. 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>
Install Tire/GAWR Label Overlay	23-C4-11-82	0.2 hours

Add the cost of the recall 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 DMAIL and by first class mail. Two additional copies will be sent through the DCMMS. DealerCONNECT 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.

*Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall 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 by first class mail. They are requested to install the labels themselves or schedule an appointment 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.

### **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 – CERTIFICATION LABEL INFORMATION**

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 decided that some **2000 model year Dodge Caravan/Grand Caravan models and 2001-2002 model year Dodge Dakota models** fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 120 – Tire Selection and Rims for Motor Vehicles other than Passenger Cars.

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

**The vehicle certification label on your vehicle (identified on the enclosed form) contains incorrect tire size/Gross Axle Weight Rating (GAWR) information. Improperly loading your vehicle can cause tire failure and result in a crash without warning.**

***What you must do to ensure your vehicle complies...***

- **We ask that you apply the enclosed label overlay so that it covers the original incorrect information as described on the reverse side of this letter.**
- **If preferred, you may contact your dealer to schedule a service appointment for installation of the label overlay. The service will be provided free of charge and should only take a few minutes to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed. Bring the enclosed label overlay and 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 your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.**

If your dealer fails or is unable to remedy this noncompliance 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.

(over)

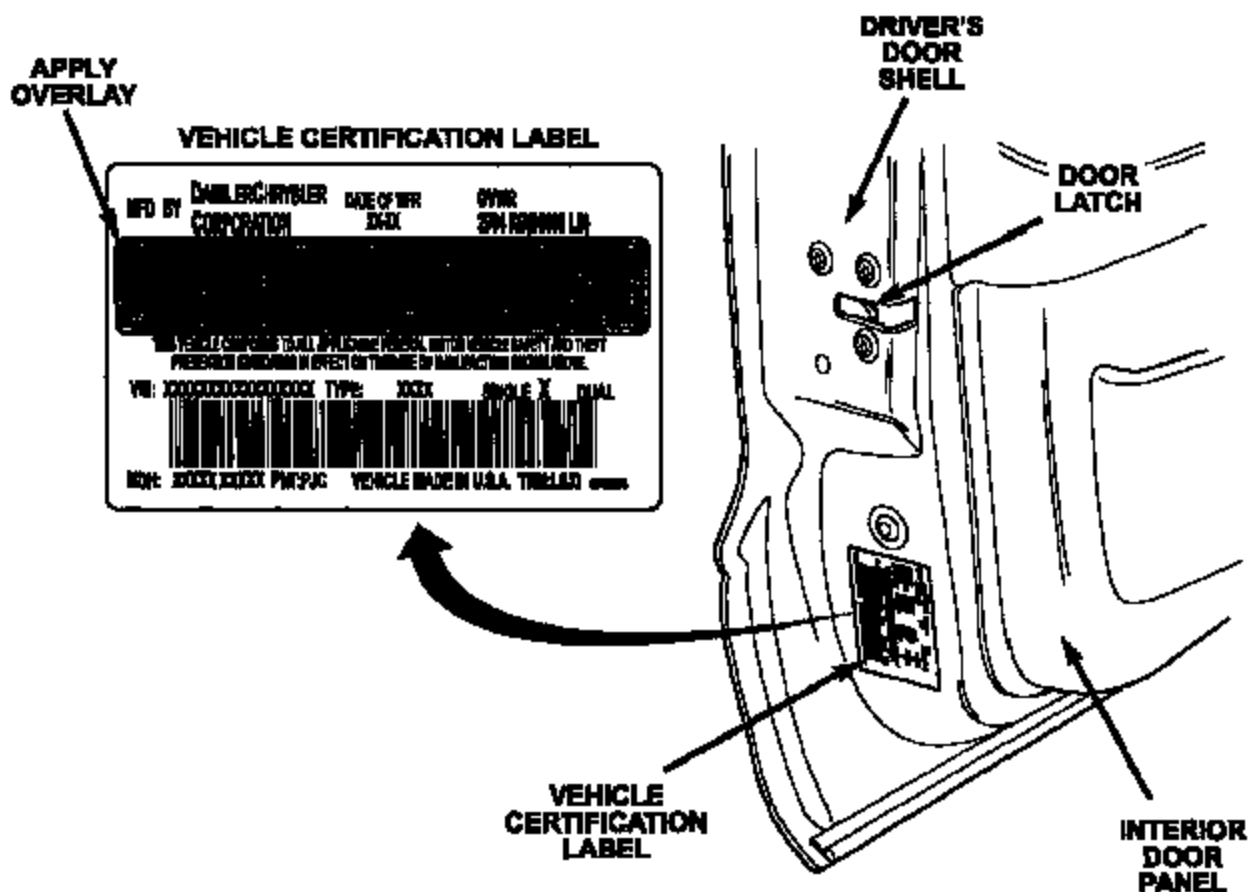
***Buckle up  
for Safety***

Customer Services Field Operations  
DaimlerChrysler Corporation  
C41

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

## **Installation Instructions for the Certification Label Overlay**

1. Open the driver's door and locate the Vehicle Certification Label on the driver's door as shown (Figure 1).
2. Clean the existing certification label by wiping it with a household cleaner to remove any dirt, oil residue or grease.
3. Remove the information correction label overlay from its paper backing and carefully install it on the Vehicle Certification Label covering the original information (Figure 1). Firmly press and smooth the overlay label to the surface of the Vehicle Certification Label to ensure good adhesion.



**Figure 1 – Dodge Dakota Shown**