

DAIMLERCHRYSLER

DaimlerChrysler Corporation

Stephan J. Speth

Director

Vehicle Compliance & Safety Affairs

January 13, 2004

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

04V-020 ① of ⑭

Dear Mr. Weinstein:

Attached is DaimlerChrysler Corporation's Defect Information Report, complying with the requirements of 49 CFR Part 573, Defect and Noncompliance Reports, which contains details of a potential safety related defect in some 2004 model year Dodge Durango vehicles. The throttle control cable on vehicles equipped with 3.7L and 4.7L engines may be susceptible to the ingestion of water. Water trapped in the throttle cable housing may freeze during extended cold temperatures, potentially resulting in a loss of throttle control.

DaimlerChrysler Corporation will issue a stop sale order and conduct a voluntary safety recall to replace the throttle control cable on the affected vehicles.

Sincerely,



Stephan J. Speth

RECEIVED
NHTSA-916
JAN 15 P 12:02
OFFICE OF
VEHICLE INVESTIGATION

Enclosures: Stop Sale Order - DaimlerChrysler Corporation Recall #D02
Defect Information Report for DaimlerChrysler Corporation Recall #D02
Dealer and Owner Notification Letters for Recall #D02

cc: K. C. DeMeter, NHTSA

DEFECT INFORMATION REPORT FOR DAIMLERCHRYSLER RECALL #002

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Submission date: January 13, 2004

Identifying classification of vehicles potentially affected:

Make	Model	Model Year	Inclusive Dates of Manufacture	Volume	Other
Dodge	Durango	2004	04/03/2003 – 01/08/2004	21,053	3.7L & 4.7L engines only

The involved Vehicle Identification Number range is:

Low High
4F100001 4F152024

(VIN last eight characters) - 4 = 2004 model year; F = Newark Assembly Plant, Newark, Delaware; 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.

Estimated percentage containing defect: Unknown

Description of defect:

The throttle control cable on vehicles equipped with 3.7L and 4.7L engines may ingest water and freeze during extended cold temperature, potentially resulting in a stuck throttle condition.

The name, address and telephone number of the supplier who manufactured the subject components:

Teleflex Incorporated Automotive Group
700 Stephenson Highway
Troy, MI 48063
(248) 816-3800

The following chronology of principal events occurred between mid December 2003 and mid January 2004 and led to the determination of a defect:

- On December 16th, 2003 Newark Assembly Plant observed that the 3.7L/4.7L throttle control cable protective boot could be dislodged during the vehicle assembly process. It was unclear at the time what effect this condition may have on vehicle performance.

DEFECT INFORMATION REPORT FOR DAIMLERCHRYSLER RECALL #D02

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- A review of field input on December 17th showed a small number of dealer complaints of sticking throttles on new vehicles in inventory. Initial investigation suggested that the boot was dislodged in all cases.
- It was established that the potential for water intrusion with this cable and boot design is increased by the angle of the cable in vehicle position and vehicle design which allows water to cascade off the windshield and cowl panel directly onto the cable and protective boot.
- The 5.7L engine is not susceptible to this condition due to the use of Electronic Throttle Control (ETC).
- Newark stopped shipment on December 17th, 2003 of all 3.7/4.7L vehicles and contained their shipping yards. Newark modified the cable installation process and implemented a 100% visual confirmation of proper boot positioning prior to resuming production.
- On December 20th, 2003 Newark evaluated contained vehicles following an overnight soak below freezing temperature. Of 92 vehicles evaluated, 22 had mis-positioned boots, but none of the 92 exhibited any throttle malfunction. All contained vehicles were inspected and any with mis-positioned boots were resealed and all vehicles were released for shipment.
- On December 21st, 2003 the company became aware of two vehicles in dealer inventory with reported stuck throttles in which the boot was properly seated. One of these vehicles was shipped to Auburn Hills for evaluation. The evaluation confirmed that the boot, at least at the time of evaluation, was properly seated and that water was present in the cable. A review of the vehicle history since it was built showed no repair in the area of the throttle cable.
- A dealer survey was initiated on December 23rd, 2003 to determine the percentage of throttle control cable protective boots that may have been improperly assembled or dislodged during vehicle assembly.
- Newark Assembly plant was shutdown for the holidays until January 5th, 2004.
- Testing was conducted between December 23rd, 2003 and January 5th, 2004 by the cable supplier Teleflex to identify potential water leak paths other than a mis-positioned boot. This testing determined that water could wick past the crimped boot retaining slug and into the cable housing even with a properly positioned boot.
- Development by Teleflex and DaimlerChrysler Engineering to implement a sealer at the slug to cable interface was successful in eliminating water intrusion via wicking, but processing and availability issues prevented implementation.
- Based on the discovery of new information over the holiday, Newark again stopped shipment on January 5th, 2004 of all 3.7/4.7L equipped vehicles.
- Concurrent with the sealer development, a die cast slug design was evaluated on bench testing and showed that the potential for water intrusion via wicking along the cable past the slug was eliminated. Tooling was modified to incorporate the die cast slug beginning January 7th, 2004. As a precaution, a tie strap was added to the boot at the slug end.

DEFECT INFORMATION REPORT FOR DAIMLERCHRYSLER RECALL #D02

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- Newark began building with revised cable assemblies on January 8th, 2004 and contained these vehicles during validation testing.
- On January 10th, 2004 validation testing of the revised cable assembly was successfully completed. 200 vehicles were subjected to the Newark in-line water test and soaked overnight at below freezing temperatures. None of the 200 exhibited any throttle malfunction. Like testing of 100 vehicles with the original cable and crimped slug resulted in six with frozen cable assemblies.
- As of January 9th, 2004 response to the dealer survey initiated on December 23rd, 2003 showed that 32% or 241 of 750 vehicles surveyed had a mis-positioned boot.
- There are 27 known field reports, all on 4.7L engine applications, potentially related to this issue including three alleged accidents with one minor injury.
- This data was presented to the Vehicle Regulations Committee who decided to order a stop sale and conduct a safety recall to repair the affected vehicles.

Statement of measures to be taken to correct defect:

DaimlerChrysler Corporation will replace the throttle control cable on the affected vehicles with new cables constructed with a die cast boot retaining slug and tie strap. DaimlerChrysler is issuing a Stop Sale Order to dealers on Monday, January 12, 2004 and will initiate national notification to owners on January 19, 2004.

DaimlerChrysler Corporation has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, DaimlerChrysler Corporation, as part of the owner letter, will request that customers send original receipt and/or other adequate proof of payment to the company for confirmation of the expense.

*TO: DLRDGEALL\$

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January 12, 2004

To: All Dodge Dealers

RE: 2004 Dodge Durango Throttle Control Cable-Safety Recall/Stop Sale Order

Earlier today you were notified about a Safety Recall/Stop Sale Order on 2004 Dodge Durango. This action does not involve the 5.7 hemi engine which makes up over 50% of our current Dealer Inventory. It only involves the 3.7 and 4.7 models. We support this action and don't want you to deliver any involved vehicles without completing the Recall. However, it is acceptable to present and close customers on the new Durango as long as this repair is completed prior to delivery.

If we follow this plan, we will maintain the momentum that we are experiencing on this great new product.

Sincerely,

Gary E. Dilts
Senior Vice President, Sales

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*To: dlrall\$1,dlrall\$2,dlrall\$3,dlrall\$4

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ATTN: Service and Sales Managers

Safety Recall #D02 - Throttle Control Cable - STOP SALE
ORDER

Involved Vehicles: 2004 Model Year (HB) Dodge Durango

IMPORTANT: This recall only applies to vehicles equipped with a 3.7L (sales code EKG) or 4.7L (sales code EVA) engine built through January, 08, 2004 (MDH 010801).

Water may enter into the throttle cable housing on about 21,000 of the above listed vehicles. If the vehicle is subjected to freezing temperatures, this could cause the throttle to stick in the open position and result in a crash without warning. To correct this condition, a revised throttle control cable must be installed.

IMPORTANT: ACCORDING TO OUR RECORDS, MOST OF THE INVOLVED VEHICLES ARE STILL IN DEALER NEW VEHICLE INVENTORY. FEDERAL LAW REQUIRES YOU TO STOP SALE AND COMPLETE THIS RECALL SERVICE ON THESE VEHICLES BEFORE RETAIL DELIVERY.

Dealers must also contact owners of sold vehicles involved in this recall and arrange to have this repair performed immediately.

VIN LISTS ON DealerCONNECT GLOBAL RECALL SYSTEM:

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) for dealer inquiry as needed. To use this system, click on the "Service" tab and then click on "Global Recall System." Your dealer's VIN list for this recall can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence. If D02 is not listed, there are no involved vehicles assigned to your dealer code.

DEALER RECALL SERVICE INSTRUCTIONS:

The Dealer Service Instructions are temporarily located on

the opening page of TechCONNECT. To view this recall, click on "Service" from the DealerCONNECT home page, then "TechCONNECT". Additional copies of this recall will be sent by first class mail later this week and owner notification will begin in about one week.

Parts:

We are automatically shipping enough throttle control cables (P/N CAC0D020) to service about 10% of each dealer's involved vehicles. Your patience is requested as we expedite additional parts for this recall.

Dealers should allocate parts to repair customer vehicles first, unsold vehicles with prospective sales to customers next, then remaining unsold vehicles when additional parts become available.

DEALERS IN WARMER CLIMATES THAT DO NOT EXPERIENCE FREEZING TEMPERATURES ARE REQUESTED TO DELAY ORDERING PARTS FOR ONE WEEK. THIS WILL RESERVE PARTS FOR DEALERS IN REGIONS WITH FREEZING TEMPERATURES WHERE THEY ARE NEEDED MOST.

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

Customer Services Field Operations
DaimlerChrysler Corporation

DAIMLERCHRYSLER

January 2004

Dealer Service Instructions for:

Safety Recall No. 002 Throttle Control Cable

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Models

2004 (HB) Dodge Durango

NOTE: This recall applies only to the above vehicles equipped with a 3.7L (sales code EKG) or 4.7L (sales code EVA) engine built through January, 08, 2004 (MDH 010801).

IMPORTANT: Many of the vehicles within the above build period have already been repaired at the assembly plant and will show as "complete" on the VIP system.

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 VIP inquiry process.

Subject

Water may enter into the throttle control cable housing on about 21,000 of the above vehicles. If the vehicle is subjected to freezing temperatures, this could cause the throttle to stick in the open position and result in a crash without warning.

Repair

The throttle control cable must be replaced on all involved vehicles.

Parts Information

<u>Part Number</u>	<u>Description</u>
CAC0D020	Throttle Control Cable

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Each dealer to whom vehicles in the recall were invoiced will receive enough throttle control cables to service about 10% of those vehicles.

Service Procedure

1. From inside the vehicle, hold up the accelerator pedal and remove the plastic cable retainer clip (Figure 1) from the accelerator pedal arm.

NOTE: The plastic cable retainer snaps out of the top of the accelerator pedal arm.

2. Remove the throttle cable core wire from the upper end of the accelerator pedal arm slot (Figure 1).
3. From inside the vehicle, remove the throttle cable metal retaining clip at the dash panel grommet (Figure 1).
4. Open the hood.
5. Remove the air resonator box from the throttle body.
6. From the engine side of the dash panel, pull the throttle cable housing from dash panel.

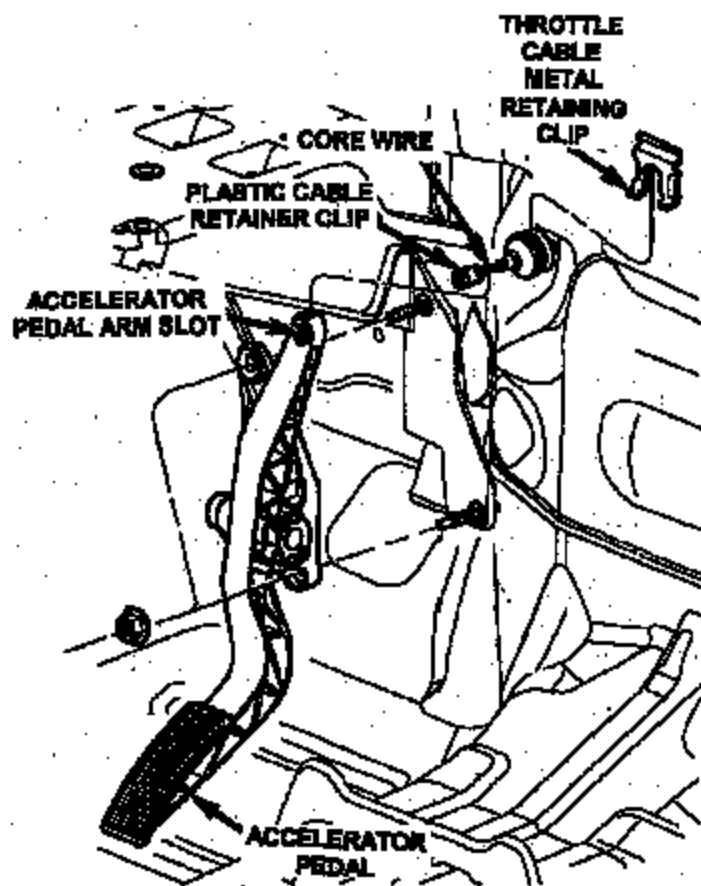


Figure 1

Service Procedure (Continued)

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7. Hold the throttle body bellcrank in the wide open position and slide the throttle cable pin from the throttle body bellcrank (Figure 2).
8. Using a pick or small screwdriver, press the release tab and slide the throttle cable off the mounting bracket (Figure 3).
9. Remove the old throttle cable from the vehicle and discard.

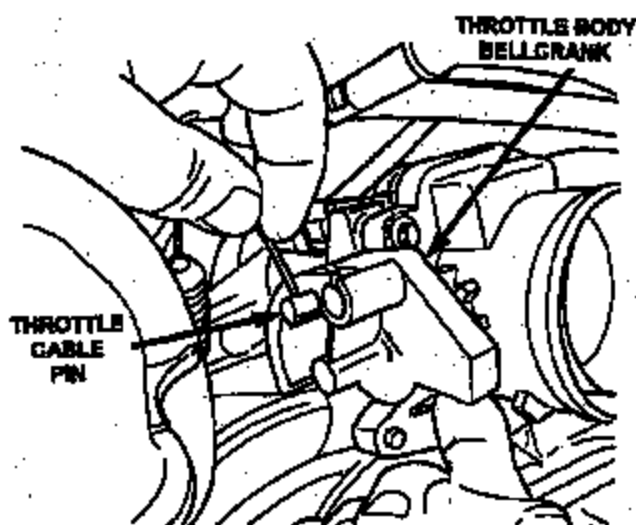


Figure 2

10. Place the new cable in position.

CAUTION: Be careful not to damage or kink the cable core wire while installing the throttle cable.

11. Slide the throttle cable plastic mount into the mounting bracket until the tab is aligned to the hole in the mounting bracket. Gently pull outward on the cable housing to ensure the cable is properly locked into the bracket.
12. Hold the throttle in the wide open position and slide the throttle cable pin into the throttle body bellcrank (Figure 2).

13. Route the cable through the dash panel and seat the rubber grommet into the dash panel opening.
14. Push the cable through the rubber grommet until it is fully seated.
15. Install the air resonator box at the throttle body.

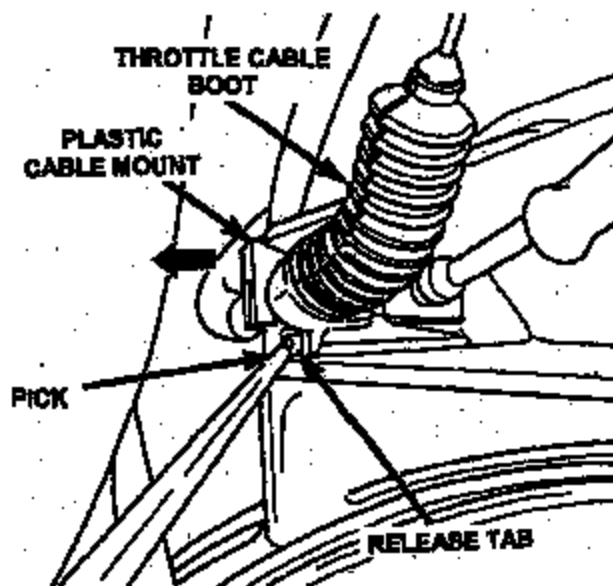


Figure 3

16. From inside the vehicle, install the metal throttle cable retaining clip (Figure 1).

Service Procedure (Continued)

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17. From inside the vehicle, slide the throttle cable core wire into the slot at the top of the pedal (Figure 1).
18. Push the plastic cable retainer clip into the accelerator pedal arm opening until it snaps in place (Figure 1).
19. Before starting the engine, operate the accelerator pedal to check for any binding.

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:

	Labor Operation Number	Time Allowance
Replace throttle control cable	14-D0-21-82	0.3 hours

Add the cost of the recall part 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

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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

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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.

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

SAFETY RECALL – THROTTLE CONTROL CABLE

Dear Dodge Durango 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 a defect, which relates to motor vehicle safety, exists in some 2004 model year Dodge Durango vehicles.

The problem is...

Water may enter into the throttle control cable housing on your vehicle (identified on the enclosed form). If your vehicle is subjected to freezing temperatures, this could cause the throttle to stick in the open position and result in a crash 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 throttle control cable. 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 part for your vehicle or to order it 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 your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.

If you have already experienced a frozen throttle cable 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, P.O. Box 610207, Port Huron, MI 48061-0207, 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
D02

***Buckle up
for Safety***