

DAIMLERCHRYSLER

2004 MAY -6 P 12:55

OFFICE OF
DEFECTS INVESTIGATION

May 4, 2004

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

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

04V-221
(9 pages)

Dear Mr. Weinstein:

Attached is DaimlerChrysler Corporation's Noncompliance Information Report, complying with the requirements of 49 CFR Part 573, Defect and Noncompliance Reports, which contains details of a recall regarding a noncompliance in some 2004 model year Dodge Ram pickup trucks. Due to software programming errors the tire, wheel, and inflation pressure information printed on the vehicle certification label does not correspond with the equipment that is available for the vehicle. The vehicle certification label on these vehicles does not meet some of the requirements of FMVSS 120, tire selection and rims for vehicles other than passenger cars.

DaimlerChrysler Corporation has issued a stop sale order and will conduct a voluntary safety recall to provide vehicle certification label overlays for the affected vehicles containing corrected information.

Sincerely,


Stephen J. Speth

Enclosure: Stop Sale Order for DaimlerChrysler Corporation Recall #D24
Noncompliance Information Report for DaimlerChrysler Corporation Recall #D24
Dealer and Owner Notification Letters for Recall #D24

cc: H. M. Thompson, NHTSA
Division of Occupational Safety & Health
California Department of Industrial Relations

NONCOMPLIANCE INFORMATION REPORT FOR DAIMLERCHRYSLER RECALL #D24
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Submission date: May 4, 2004

Identifying classification of vehicles potentially affected:

Make	Model	Model Year	Inclusive Dates of Manufacture	Vehicle Volume
Dodge	Ram 1500 & 2500 pickup truck	2004	01/20/2004 – 02/13/2004	6,183

Estimated percentage containing non-compliance: 100%

The involved Vehicle Identification Number range is:

<u>Low</u>	<u>High</u>
4J180178	4J225941
4S595502	4S698833

(VIN last eight characters) - 4 = 2004 model year, J = St. Louis North 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.

Description of noncompliance:

The vehicle certification label on some vehicles lists incorrect tire, wheel, and recommended inflation pressure information which does not comply with FMVSS 120, tire selection and rims for vehicles other than passenger cars.

The following chronology of principal events occurred between late March 2004 and April 2004 and led to the determination of a noncompliance:

- On March 22nd, 2004 an employee of DaimlerChrysler's St. Louis, Missouri North Truck Assembly Plant discovered that the tire, wheel, and recommended inflation pressure information was printed incorrectly on the certification label of his recently purchased Dodge Ram pickup truck, which was built in late January 2004. The employee brought this issue to the attention of the appropriate personnel at the assembly plant.
- An on-line review of current production vehicles was immediately conducted and it was determined that the issue on the employee's vehicle was no longer present in production.
- The certification label on the subject vehicle specified a 15" tire and wheel combination. The

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minimum load carrying tire available on a 2004 model year Dodge Ram light duty truck is a P245/70 R17 tire and for a 2004 model year Dodge Ram heavy duty truck is a LT245/70 R17 tire.

- It was subsequently determined that some Dodge Ram pickup trucks built at DaimlerChrysler's Warren, Michigan Truck Assembly Plant in the same time frame could also have been affected.
- Investigation established that DaimlerChrysler Corporation's Manufacturing Information Technology Management (ITM) implemented an interim program in January 2004 to allow printing of "tire specific" labels, a regulatory requirement for 2005 model year vehicles built effective September 2004, and which incorporated a four digit tire code within the program.
- Manufacturing ITM had tested the system at DaimlerChrysler Corporation's Newark, Delaware Assembly Plant in early January 2004 without issue prior to implementing the program in mid January at other assembly plants.
- On January 28th, 2004, a similar issue had been observed at DaimlerChrysler Corporation's Saltillo, Mexico Assembly Plant, with certification labels showing incorrect information. All affected vehicles at Saltillo were contained and corrected, and program revisions were made at Saltillo to prevent the issue from reoccurring. It was believed at that time that no other DaimlerChrysler Corporation assembly plants were affected.
- Subsequent investigation established that the St. Louis North and Warren truck assembly plants did not have a four digit tire description code finalized in their program files, but instead utilized the previous level two digit format. The interim program was looking for this information in the four digit format, and consequently incorrectly printed information corresponding to a 15" tire and wheel combination from an unrelated vehicle line on the certification label.
- Investigation also revealed that Manufacturing ITM, during the course of normal program activity, revised the interim program on February 14th, 2004. Although not driven by this issue, these programming changes eliminated the potential for additional occurrences of incorrect certification label information as occurred on the subject vehicle. This program change also defined the suspect vehicle population.
- Manufacturing ITM's historical records were carefully reviewed for all DaimlerChrysler Corporation assembly plants to verify no additional issues existed.
- There are no known customer reports related to this issue.
- This data was presented to the Vehicle Regulations Committee on April 27th, 2004 who decided to order a stop sale and conduct a safety recall by sending corrected tire certification label information to owners of the affected vehicles.

Statement of measures to be taken to correct noncompliance:

DaimlerChrysler Corporation will provide vehicle certification label overlays for the affected vehicles containing corrected information relative to vehicle tire and rim size, and recommended inflation pressure. DaimlerChrysler has implemented national notification to dealers on May 4th, 2004 and will notify owners on May 5th, 2004.

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

ATTN: Service and Sales Managers

Safety Recall #D24 - Certification Label Tire/Rim Information STOP
SALE ORDER

Involved Vehicles:

2004 (DR) Dodge Ram 1500/2500 Pick-up Trucks built from
January 20, 2004 through February 13, 2004
(MDH 012009 through 021319).

The Certification Label on about 6,100 of the above vehicles lists incorrect tire/rim size and inflation pressure information which does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 120. - Tire Selection and Rims for Motor Vehicles Other Than Passenger Cars.

The installation of a Certification Information Correction Label Overlay is required and will only take a few minutes. Each dealer to whom vehicles in this recall were invoiced will receive enough tire label overlays to service 100% of unsold vehicles.

IMPORTANT: ACCORDING TO OUR RECORDS, MANY 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. ALL UNSOLD VEHICLES CAN BE SOLD AS NEW AND DELIVERED TO CUSTOMERS AFTER THIS REPAIR IS PERFORMED.

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 D24 is not listed, there are no involved vehicles assigned to your dealer code.

The recall notification letter is available on the home page of TechCONNECT today. Additional copies of the recall notification letter will also be forwarded via DCMS mail in the near future.

The above recall is being mailed today to all dealers by FIRST CLASS MAIL in an orange-bordered envelope that reads:

ATTENTION: SERVICE MANAGER

RECALL MATERIAL ENCLOSED
IMMEDIATE ACTION REQUIRED

The envelope contains one copy of the dealer recall service instruction letter and a VIN listing for the involved vehicles your dealership was invoiced. Please advise your appropriate personnel to forward the orange-bordered recall envelope to your Service manager as soon as it is received.

THE OWNER NOTIFICATION MAILING, WHICH INCLUDES AN OVERLAY LABEL FOR THIS RECALL, WILL BEGIN TOMORROW. OWNERS WILL BE ASKED TO INSTALL THE LABEL THEMSELVES OR TO SCHEDULE AN APPOINTMENT FOR LABEL INSTALLATION BY THEIR DEALER IF PREFERRED.

If you have not already done so, please take the time to ensure that your personnel are prepared to execute a customer friendly process for inquiries, scheduling and repairing the involved vehicles.

If you have any questions regarding this action, please contact your Service and Parts District Manager.
Customer Services Field Operations
DaimlerChrysler Corporation

May 2004

Dealer Service Instructions for:
Safety Recall No. D24
Certification Label Tire/Rim Information

Models

2004 (DR) Dodge Ram 1500/2500 Pick-up Truck

NOTE: This recall only applies to some of the above vehicles that were built from January 20, 2004 through February 13, 2004 (MDH 012009 through 021319).

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

The Certification Label on about 6,100 of the above vehicles lists incorrect tire/rim size and inflation pressure information which

does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 120. - Tire Selection and Rims for Motor Vehicles Other Than Passenger Cars. This information, when used with the weight ratings on the label, establishes vehicle load limits. Installing the incorrect tire/rim sizes and loading the vehicle to the weights shown on the label can cause tire failure and result in a crash without warning.

Repair

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 information 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.

Part Number	Model	Description	VIN List
			Part Type Code
CBA0D241	DR 1500	Tire Label Overlay	1
CBA0D242	DR 2500	Tire Label Overlay	2

Each dealer to whom vehicles in this recall were invoiced will receive enough tire label overlays to service 100% of unsold vehicles.

Service Procedure

1. Open the driver's door and locate the 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 tire label overlay from its paper backing and carefully install it on the Certification Label covering the original information (Figure 1). Firmly press and smooth the label to the surface of the Certification Label to ensure good adhesion.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted 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 Allowance	Time Number
Install Tire Label Overlay	23-D2-41-82	0.2 hours

Add the cost of the label, 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 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 should 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 notification 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