

# DAIMLERCHRYSLER

DaimlerChrysler Corporation

Stephan J. Speth

Director

Vehicle Compliance & Safety Affairs

July 2, 2004

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

04V-334  
(14 pages)

DEFECTS INVESTIGATION  
JUN 22 - 9 A 10 46  
STANDARD  
03/2004

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 2005 model year Dodge Magnum and Chrysler 300 vehicles. The fasteners that secure the battery positive cable to the bulkhead pass-through stud may be missing or not tightened to the appropriate specifications. This could result in a potential instrument panel fire. DaimlerChrysler Corporation will conduct a voluntary safety recall to inspect the battery cable pass-through stud and fasteners and replace and tighten if necessary.

Sincerely,



Stephan J. Speth

Enclosures: Defect Information Report for DaimlerChrysler Corporation Recall D28  
Dealer and Owner Notification Letters – Recall D28

cc: K. C. DeMeter, NHTSA  
Division of Occupational Safety & Health  
California Department of Industrial Relations

**DEFECT INFORMATION REPORT FOR DAIMLERCHRYSLER RECALL D28**

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**Submission date:** July 2, 2004**Identifying classification of vehicles potentially affected:**

Make	Model	Model Year	Inclusive Dates of Manufacture	Vehicle Volume
Dodge	Magnum	2005	1/2/2004 – 4/21/2004	20,060
Chrysler	300	2005		

The involved Vehicle Identification Number range is:

<u>Low</u>	<u>High</u>
5H100073	5H500054

(VIN last eight characters) – 5 = 2005 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 most vehicles with a VIN within the range are not affected by the recall.**

**Estimated percentage containing defect:** Unknown**Description of defect:**

The fasteners that secure the battery cable to the pass-through stud at the bulkhead may be missing or not tightened to the appropriate specifications. This could result in a potential instrument panel fire.

**The following chronology of principal events occurred between May 2004 and June 2004 and led to the determination of a defect:**

- On May 10, 2004, a field report was received that indicated a burning smell from the inside of the vehicle. Further investigation found that the battery cable was not properly connected to the pass-through stud at the bulkhead.

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- The 2005 model year Dodge Magnum and Chrysler 300 vehicles use a trunk mounted battery configuration which requires a pass-through stud at the bulkhead to route the battery cable forward to the engine compartment.
- The pass-through stud allows the Brampton Assembly Plant to process shorter battery cable lengths during vehicle assembly.
- On April 21, 2004, the tooling used at the Brampton Assembly Plant to tighten the battery cable fastener was programmed to open a repair case in the torque monitoring and recording system if the operation was missed. In addition, the pass-through stud fasteners are 100% manually re-tightened.
- Due to the 2005 model year Dodge Magnum and Chrysler 300 electrical system architecture, if the pass-through stud is not connected the vehicle will not start due to the loss of connection between the battery and starter. However, if the jump start terminals located under hood are used, the vehicle can be started.
- Substantial investigation by Engineering in late May and June determined that if the vehicle is operated in this condition the full alternator output (100+ amps and 75+ volts), which is no longer connected to the battery, can find a path back to the battery through one of several modules, the most probable of which is the instrument cluster. This condition was replicated in a laboratory environment.
- The instrument cluster internal protection circuitry is not effective in preventing damage against that level of current flow or voltage.
- The voltage regulator in the powertrain control module sees lower than normal target battery voltage and is unable to determine that a break in the connection exists between the alternator and the battery. Consequently the regulator commands full output from the alternator.
- A yard survey of 100 vehicles contained at a vehicle preparation facility in Marlon, Ohio showed 14% with pass-through stud fastener issues.
- There is one report of a vehicle fire at the Brampton Assembly Plant that is believed to be due to this condition. There are no reported accidents or injuries associated with this condition.
- This data was presented on June 29, 2004 to the Vehicle Regulations Committee who decided to conduct a safety recall to repair affected vehicles.

### **Statement of measures to be taken to correct defect:**

DaimlerChrysler Corporation will visually inspect and re-torque the fastener on both sides of the bulkhead pass through stud and will replace any fasteners found to be missing or damaged. DaimlerChrysler Corporation will initiate national notification to dealers on July 2, 2004 and notification to owners on July 6, 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

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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.

Dealer Service Instructions for:

## **Safety Recall D28**

### **Battery Cable Bulkhead Stud Fasteners**

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#### **Models**

**2005 (LX) Chrysler 300 and Dodge Magnum**

*NOTE: This recall applies only to the above vehicles built through April 20, 2004 (MDH 042013).*

*IMPORTANT: Many of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this recall.*

**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 battery cable fasteners at the bulkhead stud on about 20,000 of the above vehicles may not have been properly tightened. A loose fastener can cause an instrument panel fire.

#### **Repair**

The battery cable fasteners at the bulkhead stud must be tightened to the proper specification.

**Parts Information**

No parts are required to perform this service procedure.

**Service Procedure****A. Tighten Battery Cable Bulkhead Stud Fasteners:**

1. Open the trunk lid.
2. Remove the battery access panel.
3. Disconnect the negative battery cable.

**NOTE:** To enhance customer satisfaction, remember to reset the clock when you have completed the service procedure.

4. Open the front passenger door.
5. Remove the front passenger side floor mat.
6. Remove the front door sill trim/kick panel (Figure 1).
7. Remove the carpet push pin and then pull back the passenger side carpet and padding.
8. Pull up the kick-up panel silencer pad to expose the battery cable bulkhead stud.

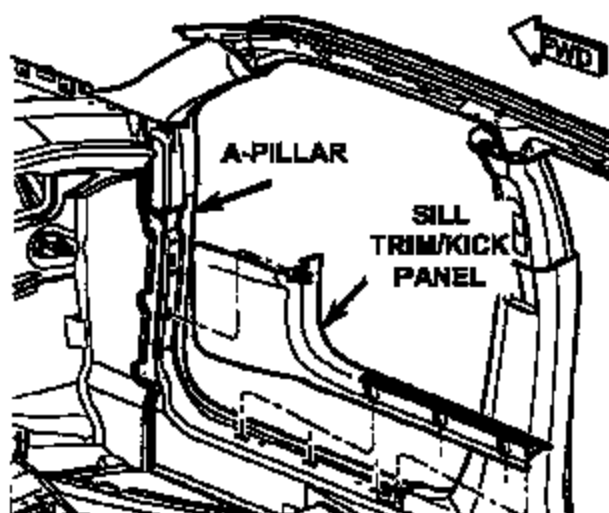


Figure 1

9. Inspect the battery cable bulkhead stud for signs of arcing and/or cross-threading (Figure 2). If the bulkhead stud is damaged, continue with **Section B – Replace Battery Cable Bulkhead Stud.**

**Service Procedure (Continued)**

10. Tighten the battery cable-to-bulkhead stud fastener to 80 in-lbs (9 N·m) (Figure 2).
11. Return the kick-up panel silencer pad to its original position.
12. Install the carpet and padding and install the carpet push pin.
13. Install the front door sill trim/kick panel (Figure 1).
14. Install the passenger side floor mat.
15. Close the front passenger door.
16. Raise the vehicle on an appropriate hoist.
17. Remove the six (6) passenger side underbody splash shield push pins (Figure 3).
18. Remove the underbody splash shield (Figure 3).
19. Inspect the battery cable bulkhead stud for signs of arcing and/or cross-threading (Figure 4). If the bulkhead stud is damaged, continue with **Section B – Replace Battery Cable Bulkhead Stud**.

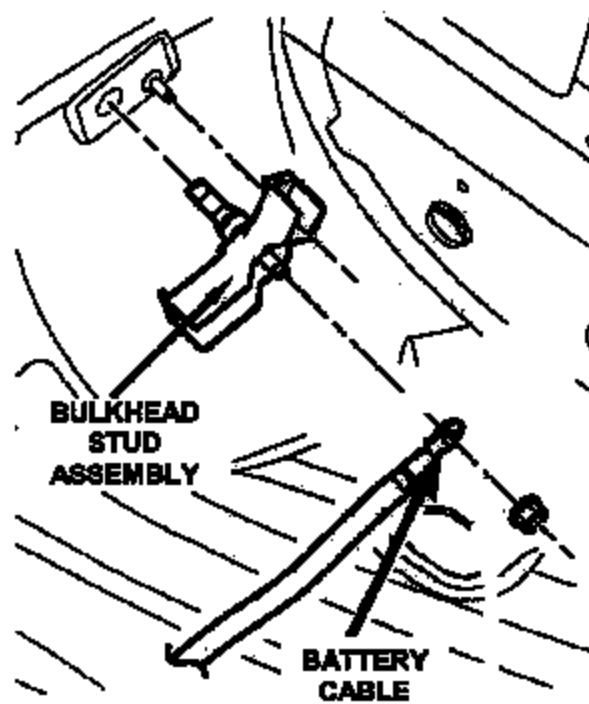


Figure 2

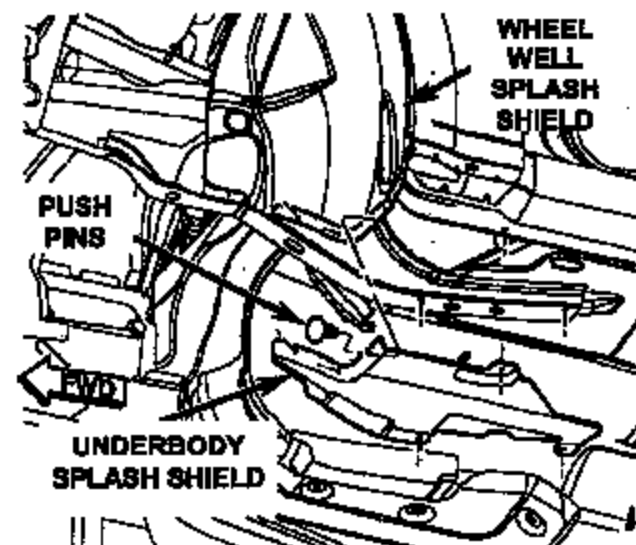


Figure 3

**Service Procedure (Continued)**

20. Tighten the battery cable-to-bulkhead stud fastener to 80 in-lbs (9 N·m) (Figure 4).
21. Install the underbody splash shield (Figure 3).
22. Install the underbody splash shield push pins (Figure 3).
23. Lower the vehicle.
24. Connect the negative battery cable.
25. Install the battery access cover.
26. Close the trunk lid.
27. Continue with Section C – Express Window and/or ESP Calibration.

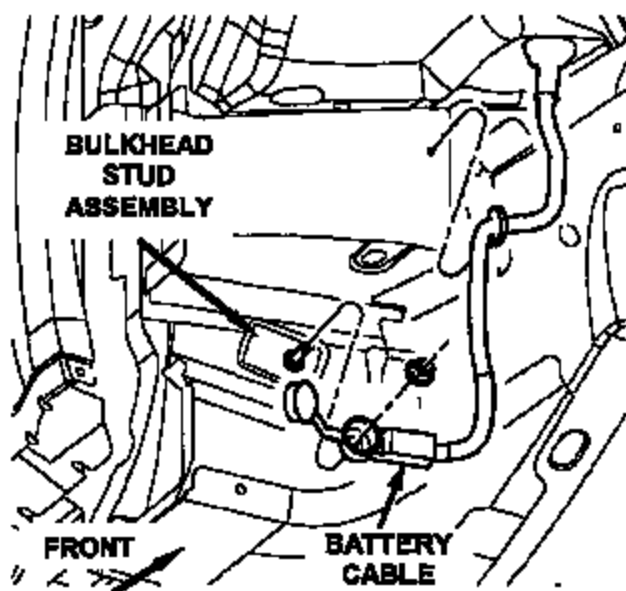


Figure 4

**B. Replace Battery Cable Bulkhead Stud:**

**NOTE: Only damaged battery cable bulkhead stud assemblies require replacement. Very few vehicles are expected to require bulkhead stud replacement.**

1. If the damaged bulkhead cable stud was found during the interior portion of the service procedure:
  - a. Raise the vehicle on an appropriate hoist.
  - b. Remove the six (6) passenger side underbody splash shield push pins (Figure 3).
  - c. Remove the underbody splash shield (Figure 3).
2. Disconnect the battery cable from the bulkhead cable stud (Figure 4).
3. Lower the vehicle.



**Service Procedure (Continued)**

4. If the damaged bulkhead cable stud was found during the exterior/underbody portion of the service procedure:
  - a. Remove the front passenger side floor mat.
  - b. Remove the front door sill trim/kick panel (Figure 1).
  - c. Remove the carpet push pin and then pull back the passenger side carpet and padding.
  - d. Pull up the kick-up panel silencer pad to expose the battery cable bulkhead stud.
5. Disconnect the battery cable from the bulkhead stud (Figure 2).
6. Remove the retaining nut for the bulkhead stud assembly and then remove and discard the bulkhead stud assembly (Figure 2).
7. Install a new bulkhead stud assembly (P/N 05059113AC).
8. Install the bulkhead stud assembly retaining nut (Figure 2), tighten the nut to 80 in-lbs (9 N·m).
9. Install the battery cable onto the bulkhead stud (Figure 2). Install a new battery cable nut (P/N 06101809) and tighten to 80 in-lbs (9 N·m).
10. Return the kick-up panel silencer pad to its original position.
11. Install the carpet and padding and install the carpet push pin.
12. Install the front door sill trim/kick panel (Figure 1).
13. Install the passenger side floor mat.
14. Close the front passenger door.
15. Raise the vehicle on an appropriate hoist.
16. Install the battery cable onto the bulkhead stud (Figure 4). Install a new battery cable nut (P/N 06101809) and tighten to 80 in-lbs (9 N·m).

**Service Procedure (Continued)**

17. Install the underbody splash shield (Figure 3).
18. Install the underbody splash shield push pins (Figure 3).
19. Lower the vehicle.
20. Connect the negative battery cable.
21. Install the battery access cover.
22. Close the trunk lid.
23. Continue with **Section C – Express Window and/or ESP Calibration.**

**C. Express Window and/or ESP Calibration.**

1. For vehicles equipped with Express Windows (Sales Code JP3), calibrate the windows as follows:

**NOTE: Vehicles equipped with Express Windows will have BOTH front window switches labeled “AUTO”.**

- a. Turn the ignition key to the “RUN” position.
- b. Move the driver’s window upward until the window stalls in the full up position. Allow the window motor to stall for at least two (2) seconds before releasing the switch.
- c. Move the driver’s window downward until the window stalls in the full down position. Allow the window motor to stall for at least two (2) seconds before releasing the switch.
- d. Move the driver’s window upward until the window stalls in the full up position. Allow the window motor to stall for at least two (2) seconds before releasing the switch.
- e. Repeat Steps b. – d. for the passenger side window.
- f. Verify that the windows learned the calibration by operating the express up and express down features on the windows.

**Service Procedure (Continued)**

2. For vehicles equipped with the Electronic Stability Program (ESP) (Sales Code BNB), calibrate the Steering Angle Sensor as follows:

**NOTE: Vehicles equipped with ESP will have an ESP ON/OFF switch present in the instrument panel center stack.**

- a. Start the engine and let it idle.
  - b. Turn the steering wheel to the right until the wheel is locked at the full right position.
  - c. Turn the steering wheel to the left until the wheel is locked at the full left position.
  - d. Turn the steering wheel until the wheels are centered.
3. Cycle the ignition switch to the “OFF” position and then back to the “RUN” position.
  4. Use the StarSCAN to clear any DTC’s from all modules.

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

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Tighten battery cable bulkhead stud fasteners	08-D2-81-82	0.3 hours
Replace battery cable bulkhead stud and tighten battery cable fasteners	08-D2-81-83	0.4 hours

Add the cost of the parts, if necessary, plus applicable dealer allowance to your claim.

**NOTE: Labor Operation times include express window and ESP calibration, if necessary.**

**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 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 schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

**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

*Buckle up  
for Safety!*

## **SAFETY RECALL – BATTERY CABLE BULKHEAD STUD FASTENERS**

Dear: (Name)

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 2005 model year Chrysler 300 and Dodge Magnum vehicles.

**The problem is...** The battery cable fasteners at the bulkhead stud on your vehicle (VIN: XXXXXXXXXXXXXXXXX) may not have been properly tightened. A loose fastener can cause an instrument panel fire.

**What your dealer will do...** DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will tighten the bulkhead stud battery cable fasteners to the proper specification. The work will take less than 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. Remember to bring this letter with you to your 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.

Please help us update our records, by filling out the enclosed prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. Be sure to print the last eight (8) characters of the VIN (VVVVVVVV) and notification code D28 on the postcard.

If you have already experienced this condition 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  
D28

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