

# 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-335  
(9 pages)

DEPARTMENT OF  
TRANSPORTATION  
DEFECT INVESTIGATION

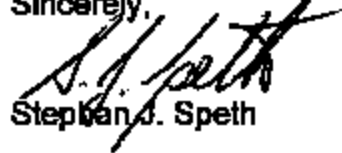
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NHTSA  
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Dear Mr. Weinstein:

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 front seatbelt adjustable turning loop (ATL) bolt that secures the D-ring to the ATL bracket may not have been tightened to the appropriate specification. DaimlerChrysler Corporation will conduct a voluntary safety recall to tighten the fastener to the proper specification.

Sincerely,



Stephan J. Speth

Enclosures: Defect Information Report for DaimlerChrysler Corporation Recall D30  
Dealer and Owner Notification Letters – Recall D30

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

**DEFECT INFORMATION REPORT FOR DAIMLERCHRYSLER RECALL D30**

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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	12/1/2003 – 5/1/2004	12,211
Chrysler	300	2005		

The Involved Vehicle Identification Number range is:

<u>Low</u>	<u>High</u>
5H100002	5H500150

(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 bolt that secures front shoulder belt Adjustable Turning Loop (ATL) D-ring to the ATL bracket may not be tightened to the appropriate torque. This may result in the front seat occupants being improperly restrained during a vehicle crash.

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

- On May 20, 2004, the DaimlerChrysler Corporation Service Engineering Center serviced two vehicles that had the shoulder belt D-ring and fastener detached from the height adjuster at the B-pillar.
- Investigation by the Brampton Assembly Plant established that both vehicles had been flagged for improper torque of the ATL bolt during assembly and were sent to the repair

## **DEFECT INFORMATION REPORT FOR DAIMLERCHRYSLER RECALL D30**

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station. It was further established that the same repair supervisor signed off on both vehicles without performing the repair to the established process.

- On May 20, 2004, Brampton Assembly Plant established an online clean point by adding a 100% torque check of the ATL bolt.
- Brampton Assembly Plant generated a list of all vehicles that were flagged for improper ATL bolt torque or no torque from the start of production through the clean point on May 20, 2004.
- Brampton Assembly Plant held 244 vehicles still within plant control that were flagged for improper torque or no torque and performed an inspection on these vehicles to verify the repair was properly completed.
- The Company conducted a torque audit of 100 randomly selected vehicles being held at a vehicle preparation facility in Marion, Ohio. No ATL bolt torque issues were identified during this audit.
- A review of available data showed a total of six field reports of 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 tighten the front shoulder belt turning loop bolts to the proper specification on all affected vehicles. 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 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.

July 2004

Dealer Service Instructions for:

## **Safety Recall D30**

# **Shoulder Belt Adjuster Turning Loop Bolts**

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### **Models**

2005 (LX) Chrysler 300 and Dodge Magnum

*NOTE: This recall applies only to the above vehicles built through May 20, 2004 (MDH 052012).*

*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 front shoulder belt adjuster turning loop bolts on about 12,000 of the above vehicles may not have been properly tightened. This could cause shoulder belt separation in certain crash conditions, which can increase the risk of injury to front seat occupants.

### **Repair**

The shoulder belt adjuster turning loop bolts must be tightened to the proper specification.

**Parts Information**

No parts are required to perform this service procedure.

**Service Procedure**

1. Using a trim stick placed between the turning loop cover and the release button, pry the top of the driver's side turning loop bolt cover open and then remove the cover (Figure 1).
2. Tighten the turning loop bolt to 30 ft-lbs (40 N·m).
3. Install the turning loop bolt cover by aligning catches on the bottom of the cover with the turning loop bracket and then snapping the cover over the top of the bracket. Ensure that the cover is fully installed.

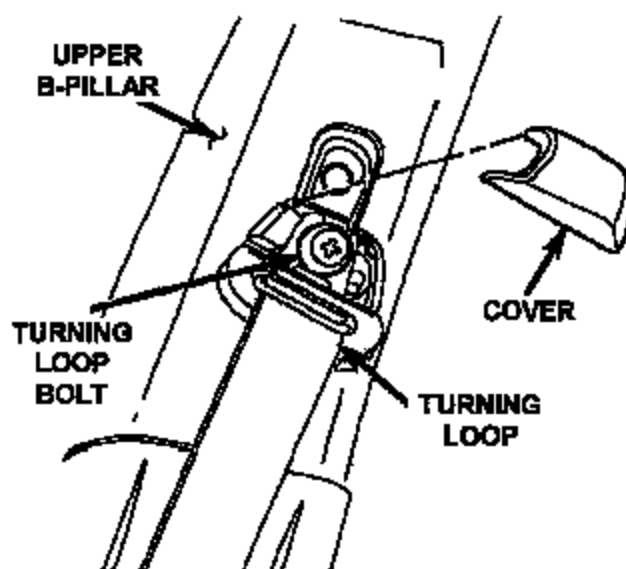


Figure 1 – Passenger Side Shown

**NOTE:** There should be no gap between the turning loop cover and the turning loop. Pinch the turning loop and cover with your finger and thumb to fully seat the cover.

**NOTE:** If the turning loop cover was damaged during removal, replace it with a new cover (P/N 5HF07BD1AC).

4. Repeat Steps 1-3 for the passenger side turning loop bolt.

**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:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Tighten turning loop bolts	23-D3-01-82	0.2 hours

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 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.

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

*Buckle up  
for Safety!*

## **SAFETY RECALL – SHOULDER BELT ADJUSTER TURNING LOOP BOLTS**

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 front shoulder belt adjuster turning loop bolts on your vehicle (VIN: xxxxxxxxxxxxxxxx) may not have been properly tightened. This could cause shoulder belt separation in certain crash conditions, which can increase the risk of injury to front seat occupants.

**What your dealer will do...** DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will tighten the shoulder belt adjuster turning loop bolts 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 D30 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  
D30

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