

\*TO: DLRDGHALL\$

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

###

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

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. B02 Throttle Control Cable**

---

### **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

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.

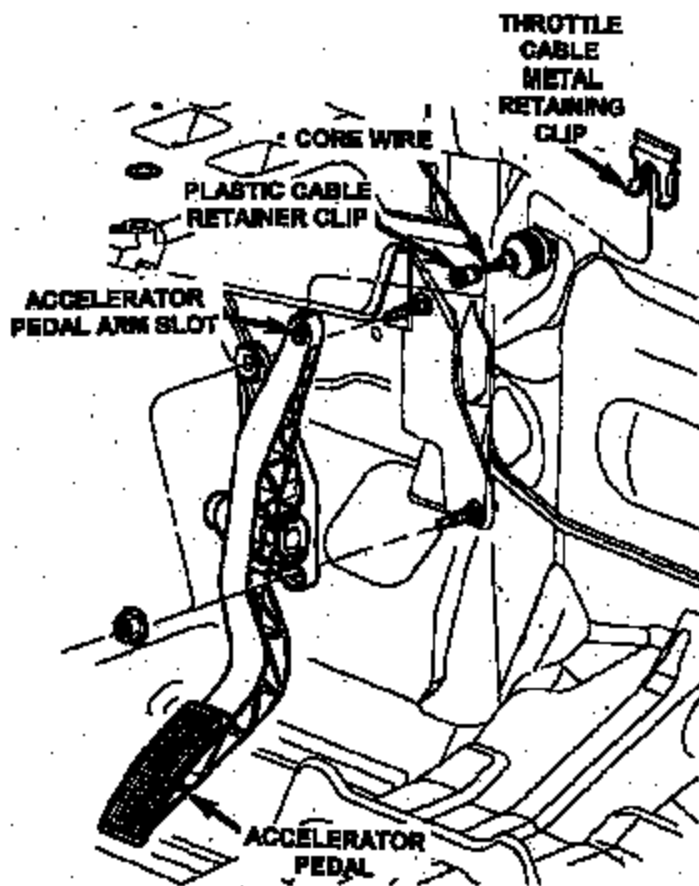


Figure 1

**Service Procedure (Continued)**

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.

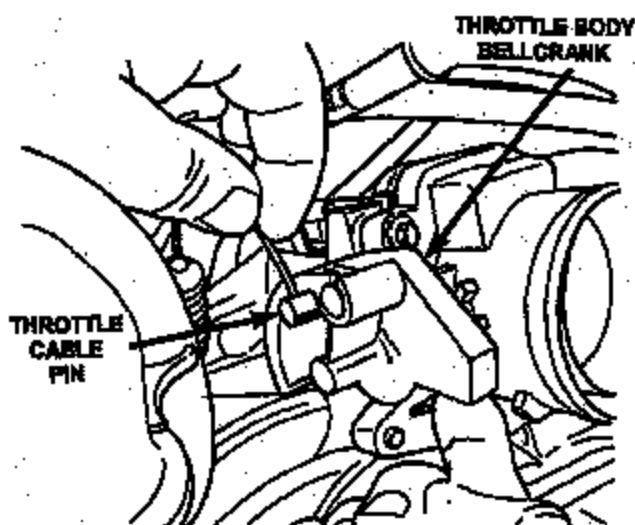


Figure 2

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

10. Place the new cable in position.
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.
16. From inside the vehicle, install the metal throttle cable retaining clip (Figure 1).

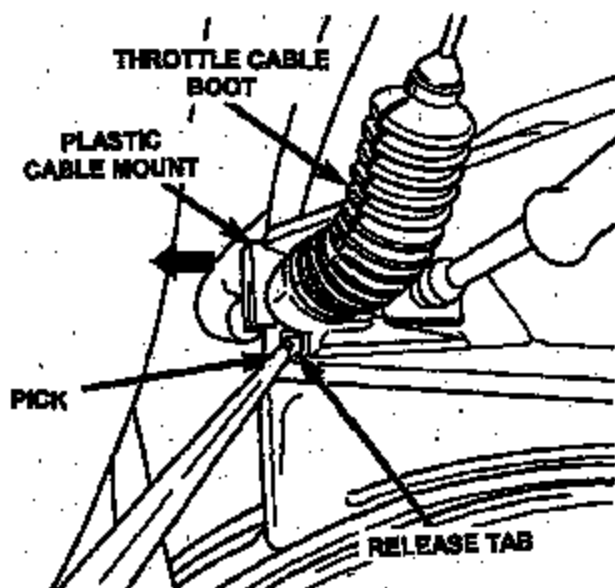


Figure 3

**Service Procedures (Continued)**

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:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
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**

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 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**