

DAIMLERCHRYSLER

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2004 FEB 18 P 5 11
OFFICE OF
DEFECTS INVESTIGATION

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

February 13, 2004

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

Dear Mr. Weinstein:

Reference: NHTSA Identification Number 04V-047

Enclosed are representative copies of communications relating to the 2005 model year vehicles involved in the referenced recall. DaimlerChrysler expects to begin owner notification during the week of February 23, 2004. The exact number of manufactured vehicles in the recall is 3,248.

The Involved Vehicle Identification Number range is:

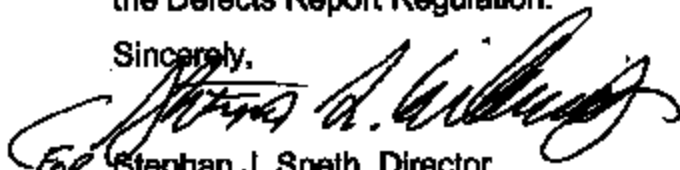
| <u>Low</u> | <u>High</u> |
|------------|-------------|
| 5B100064 | 5B112624 |
| 5R104794 | 5R113785 |

(VIN last eight characters) - 5 = 2005 model year; B = St. Louis South Assembly Plant, Fenton, Missouri; R = Windsor Assembly Plant, Windsor, 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.

This completes DaimlerChrysler's package of information for this recall as required by the Defects Report Regulation.

Sincerely,



For Stephan J. Speth, Director
Vehicle Compliance and Safety Affairs

Enclosure: Recall #D04

cc: K. C. DeMeter

DAIMLERCHRYSLER

February 2004

Dealer Service Instructions for:

Safety Recall No. B04 **Right Front Seat Belt Retractor**

Models

2005 (RS) Chrysler Town & Country and Dodge Caravan/Grand Caravan

NOTE: This recall applies only to the above vehicles NOT EQUIPPED with "Stow 'N Go" seating (Sales Code CYC) built at the:

- *St. Louis South Assembly Plant ("B" in the 11th VIN position) through January 15, 2004 (MDH 011522).*
- *Windsor Assembly Plant ("R" in the 11th VIN position) through January 16, 2004 (MDH 011605).*

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 right (passenger side) front seat belt retractor assembly on about 3,200 of the above vehicles may have been improperly assembled. As a result, the seat belt may not properly restrain the occupant, which increases the risk of injury during certain crash conditions.

Repair

The right front seat belt retractor assembly must be inspected. Assemblies that were not properly assembled must be replaced.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that seat belt retractor replacement is required and the vehicle must be held overnight.

Parts Information

Due to the small number of involved vehicles expected to require seat belt retractor replacement, no parts will be distributed initially. **Seat belt retractors should be ordered only after inspection determines that replacement is required. Very few vehicles are expected to require seat belt retractor replacement.**

| | | |
|-------------------|-----|------------|
| Medium Slate Gray | -D5 | 1AF56BD5AB |
| Khaki | -J1 | 1AF561J3AB |

Service Procedures

NOTE: Only seat belt retractor assemblies that missed a staking operation, as determined by the inspection below, require replacement. Very few vehicles are expected to require seat belt retractor replacement.

1. Move the front right passenger seat to the full forward position.
2. Remove the front and side door sill trim.
3. Slide the lower seat belt cover rearward to expose the floor anchor bolt.
4. Remove the lower seat belt anchor bolt from the floor anchor.
5. Remove the sliding door switch from the lower B-pillar trim cover (if equipped) (Figure 1).
6. Disengage the hidden clips and remove the lower B-pillar trim cover (Figure 1).
7. Carefully extract the webbing fully from the seat belt retractor.

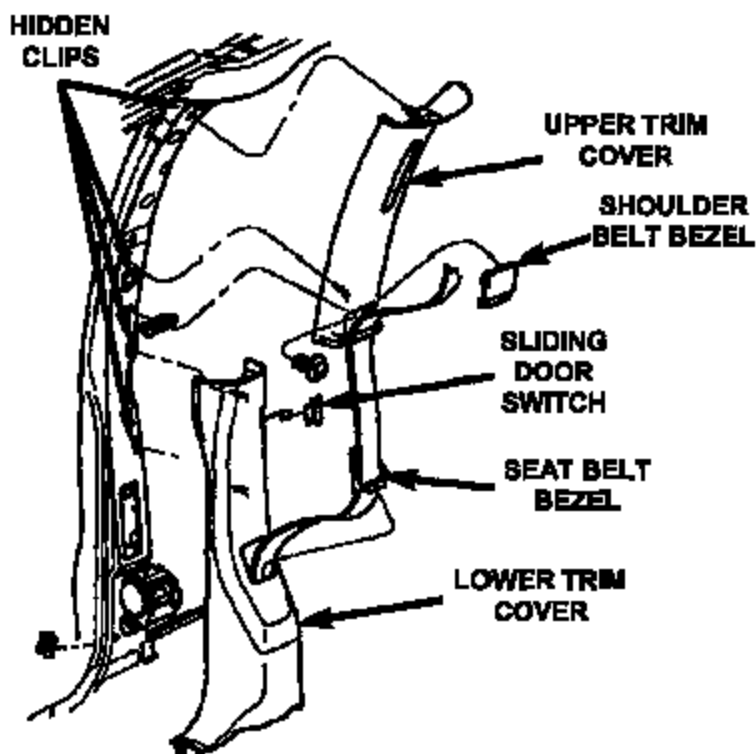


Figure 1

Service Procedure (Continued)

8. Using your fingers, turn the retractor webbing spool about another $\frac{1}{4}$ turn to expose the recessed area of the spool (Figure 2).
9. Inspect the circular recess at the front (left) end of the spool recess for the presence of a stake mark (Figure 2).
 - **If there is NO stake mark in the circular recess area** (metal is smooth with no indentation), the seat belt retractor must be replaced. Continue with Step 10.
 - **If a stake mark is visible in the circular recess area** (conical indentation in circular area), the seat belt retractor does NOT require replacement. Continue with Step 20.

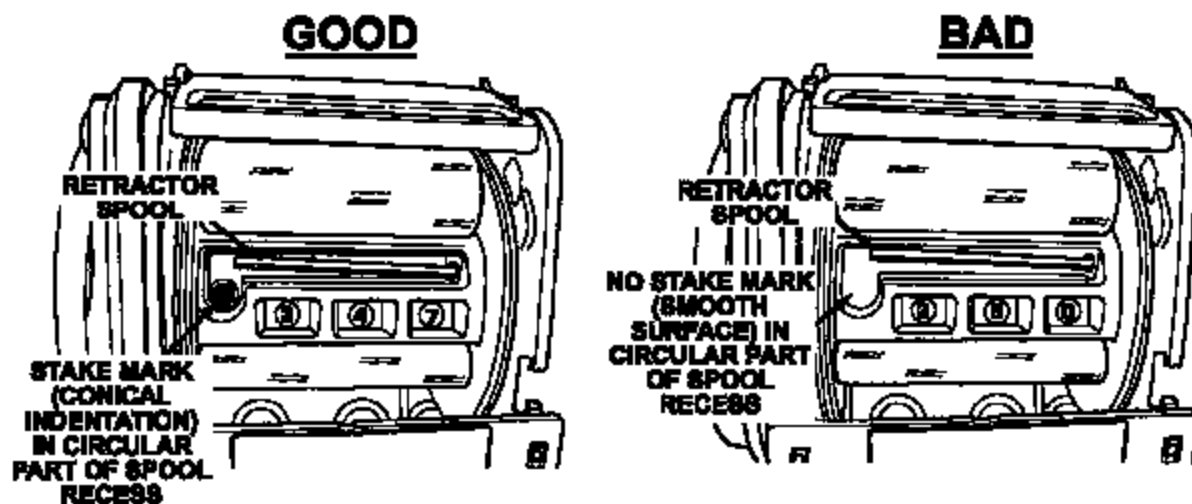


Figure 2

10. Remove the shoulder belt turning loop from the height adjuster.
11. Remove the shoulder belt bezel from the upper B-pillar trim cover (Figure 1).
12. Remove the screw from the bottom center of the upper B-pillar trim cover and then loosen the bottom of the upper cover.
13. Disconnect the lower trim cover seat belt bezel (Figure 1) and then route the seat belt through the openings in the upper and lower B-pillar trim covers.

Service Procedure (Continued)

14. Remove the seat belt retractor attaching bolt.
15. Remove the seat belt retractor assembly from the vehicle and discard it.
16. Install the new seat belt retractor assembly onto the B-pillar.
17. Install the seat belt retractor attaching bolt. Tighten the bolt to 29 ft-lbs (39 N·m).
18. Route the seat belt through the lower and upper B-pillar trim covers and web guide.
19. Install the lower trim cover seat belt bezel (Figure 1).
20. Engage the hidden clips to secure the upper B-pillar trim cover and install the upper cover screw (Figure 1). Tighten the screw securely.
21. Install the upper B-pillar trim cover bezel (Figure 1).
22. Install the shoulder belt turning loop onto the height adjuster. Tighten the turning loop bolt to 29 ft-lbs (39 N·m).
23. Place the lower B-pillar trim cover into position on the B-pillar (Figure 1).
24. Engage the hidden clips to secure the lower trim cover to the B-pillar (Figure 1).
25. Install the power door switch into the lower B-pillar trim cover (if equipped) (Figure 1).
26. Place the lower seat belt anchor in position on the vehicle floor so that the webbing is pointed rearward and slightly outboard.
27. Install the lower seat belt anchor bolt. Tighten the anchor bolt to 29 ft-lbs (39 N·m).
28. Install the front and sliding door sill trim.
29. Return the front passenger seat to its original position.

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 one of the following labor operation numbers and time allowances:

| | Labor Operation Number | Time Allowance |
|---|-----------------------------------|---------------------------|
| Inspect seat belt retractor | 23-D0-41-81 | 0.2 hours |
| Inspect and replace seat belt retractor | 23-D0-41-82 | 0.4 hours |

Add the cost of the retractor assembly (if necessary) plus applicable dealer allowance to your claim.

Parts Return

Removed seat belt retractor assemblies must be returned to the Warranty Material Return Center.

NOTE: See the Warranty Administration Manual, Recall Claim Processing and Material Return Sections, for complete recall claim processing instructions.

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

DAIMLERCHRYSLER

SAFETY RECALL – RIGHT FRONT SEAT BELT RETRACTOR

Dear DaimlerChrysler Minivan 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 2005 model year Chrysler Town & Country and Dodge Caravan/Grand Caravan minivans.

The problem is...

The right front (passenger) seat belt retractor assembly on your minivan (identified on the enclosed form) may have been improperly assembled. As a result, the seat belt may not properly restrain the occupant which increases risk of injury during certain crash conditions.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the right front seat belt retractor assembly and replace it if necessary. The inspection and replacement (if necessary) 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.**
- **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 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
D04

***Buckle up
for Safety***

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