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OFFICE OF
DEFECTS INVESTIGATION

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

May 6, 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 04V111

Enclosed are representative copies of communications relating to the 2004 model year vehicles involved in the referenced recall. DaimlerChrysler expects to begin owner notification during the week of May 10, 2004. The exact number of manufactured vehicles in the recall is 2,110.

The involved Vehicle Identification Number range is:

Low	High
4W183488	4W238278

(VIN last eight characters) - 4 = 2004; W = Toledo North Assembly Plant, Toledo, Ohio; 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,

Stephan J. Speth, Director
Vehicle Compliance and Safety Affairs

Enclosure: Recall #D09

cc: K. C. DeMeter

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800 Chrysler Drive CIMS 482-00-91
Auburn Hills MI USA 48326-2757
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DAIMLERCHRYSLER

May 2004

Dealer Service Instructions for:

Safety Recall No. B09
Reprogram BCM – Door Lock Motors

Models

2004 (KJ) Jeep® Liberty

NOTE: This recall applies only to the above vehicles equipped with Remote Keyless Entry (sales code GXM) built from November 3, 2003 through January 28, 2004 (MDH 110312 through 012813).

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

Multiple Remote Keyless Entry (RKE) operation may cause the Body Control Module (BCM) on about 2,100 of the above vehicles to actuate the door lock motors continuously. This can cause the lock motor bearings to overheat and seize. If this occurs, the door lock system will become inoperative.

Repair

The BCM on all involved vehicles must be reprogrammed. Vehicles found with one or more inoperative lock motor must have all the door lock motors and the swing gate lock motor replaced. Very few vehicles are expected to require lock motor replacement.

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Alternate Transportation

If inspection determines that door lock motor replacement is required and the vehicle must be held overnight, dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle.

Parts Information

No parts are required to reprogram the Body Control Module.

Service Procedure

A. Reprogram the BCM:

The DealerCONNECT System, DRBIII® (Diagnostic Readout Box scan tool), CH7000A flash cable and CH7035B data cable are required to perform this repair. Do not attempt to perform the flash procedure using an outdated CH7000/CH7001 flash cable.

NOTE: Whenever a controller is reprogrammed, the software in the DRBIII scan tool must be programmed with the latest revision level available.

NOTE: If the flash process is interrupted or aborted, the flash should be restarted and then follow the directions on the DRBIII scan tool.

1. Open the hood, install a battery charger and verify that the charging rate provides approximately 13.5 volts.

2. Connect the DRBIII CH7000A flash cable from the DRBIII scan tool to the data link connector located inside the vehicle under the steering column.

3. Connect the CH7035B data cable from the DealerCONNECT machine to the MDS port on the DRBIII scan tool.

4. Place the vehicle's ignition key in the "RUN" position.

Service Procedure (Continued)

5. From the DealerCONNECT "WELCOME" screen, enter your "User I.D.," "Password" and "Dealer Code".

6. From the DealerCONNECT "HOME PAGE" select the "SERVICE" tab.

7. From the "SERVICE" tab screen select "TechTOOLS".

8. If the DRBIII scan tool does not "Auto Connect," select #2 on the DRBIII key pad "Connect to TechCONNECT".

9. After the "Auto Connect" process is complete, select "READ PART NUMBER(S) FROM VEHICLE" on the TechCONNECT screen.

10. Continue following the TechCONNECT on-screen instructions.

11. Select the applicable BCM update calibration.

12. Select the "DRBIII" button located at the bottom of the TechCONNECT monitor screen.

13. Select the "DOWNLOAD / UPDATE" button located next to the "DRBIII" button.

    NOTE: The system software will automatically download to the DRBIII scan tool.

14. After the software download to the DRBIII scan tool is complete, close the "DOWNLOAD / UPDATE PROGRESS" window.

15. Disconnect the DRBIII scan tool from the TechCONNECT CH7035B data cable.

16. Select #1 "RETURN TO NORMAL MODE" on the DRBIII scan tool.

17. Use the following procedure to download the flash from the DRBIII scan tool to the vehicle.

    a. Select #7 "VEHICLE FLASH" on the DRBIII scan tool.

    b. Follow the directions displayed on the DRBIII scan tool screen.

    c. Press the "PAGE BACK" button on the DRBIII scan tool.

Service Procedure (Continued)

18. Due to the BCM flash procedure, Diagnostic Trouble Codes (DTC's) may be set in other modules (ETAX, MIC, SKIM, ABS, ORC) within the vehicle (if so equipped). Some DTC's may cause the Malfunction Indicator Light (MIL) to illuminate. All of the DTC's relate to a loss of communications with the module that is being flashed. Check all modules, record the trouble codes, and erase the trouble codes using the following procedure:

    a. From the DRBIII scan tool Main Menu select #1 "DRBIII Stand-Alone".

    b. From the DRBIII scan tool Stand-Alone menu select #3 "Vehicle Module Scan".

    c. From the DRBIII scan tool Vehicle Module Scan menu select #1 "1998 - 2005 Module Scan".

    d. Select "YES" on the DRBIII scan tool key pad to scan for DTC's.

    e. Follow the instructions on the DRBIII scan tool screen.

    f. Once the scanning process is complete, the DRBIII scan tool will display a list of all the modules. Modules on the list that have an asterisk next to them have DTC's that need to be cleared.

    g. Select the module that needs to have the DTC's cleared and follow the instructions on the DRBIII scan tool screen to clear the DTC's.

    NOTE: Erase any DTC's in the PCM only after all other modules have had their DTC's erased.

19. Disconnect the DRBIII scan tool from the vehicle.

20. Turn off the battery charger, disconnect it from the vehicle and then continue with Section "B" – Test Door Lock Motor Operation.

Service Procedure (Continued)

B. Test Door Lock Motor Operation

1. Cycle the lock motors up and down using the door switch.

2. Verify that all five door lock motors are functioning.

   - If all five of the door lock motors are functioning properly no further action required.

   - If one or more of the door lock motors fail to operate, all five door latches (front doors, rear doors and swing gate) must be replaced. Continue with Section "C" – Door Latches and Swing Gate Latch Replacement.

3. If door lock motor replacement is required, all motor/latches must be replaced. Order the appropriate latches as required.

Part Number	Description
55177042AJ	Right Front Door Latch/Motor Assembly (w/key)
55360611AC	Right Front Door Latch/Motor Assembly (w/o key)
55177043AI	Left Front Door Latch/Motor Assembly
55177044AG	Right Rear Door Latch/Motor Assembly
55177045AG	Left Rear Door Latch/Motor Assembly
55360641AA	Swing Gate Latch/Motor Assembly

Service Procedure (Continued)

C. Door Latch/Lock Motor and Swing Gate Latch/Lock Motor Replacement

NOTE: Door and swing gate latch/motor assembly replacement is only required if one or more of the lock motors are failed as determined by the inspection in Section "B." Very few vehicles are expected to require door and swing gate latch/motor assembly replacement.

1. Disconnect and isolate the negative battery cable.

2. Use the following procedure to replace the right front door latch:

   a. Remove the door trim panel from the door.

   b. Partially remove the waterdam from the door to gain access to the latch.

   c. Remove the exterior handle link rod.

   d. Remove the rear glass run channel bolts and position the channel aside.

   e. Disconnect the lock knob rod and lock cylinder link rod at the latch.

   f. Remove the latch retaining screws and remove the latch assembly from the door (Figure 1).

   g. Disconnect the latch electrical connectors from the old latch and discard.

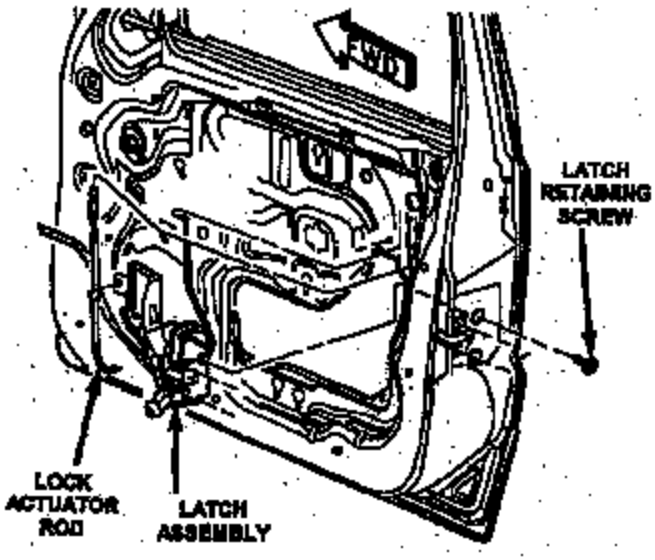

Figure 1

Service Procedure (Continued)

h. Connect the latch electrical connectors to the new latch assembly.

i. Install the latch assembly into the door and install the screws. Tighten the latch screws to 95 in. lbs. (11 N·m).

j. Connect the lock cylinder link rod and lock knob at the latch.

k. Connect the exterior handle actuator rod at the handle.

l. Place the rear glass run into position and install the mounting bolts. Tighten the bolts to 80 in. lbs. (9 N·m).

m. Install the waterdam onto the door.

n. Install the door trim panel.

o. Repeat steps a. through n. on the left front door.

p. Continue with Step 3 of this procedure.

3. Use the following procedure to replace the right rear door latch:

a. Remove the door trim panel and inside door handle rod from the door.

b. Partially remove the waterdam from the door to gain access to the latch.

c. Disconnect the lock knob at the bellcrank and the outside handle rod at the outside door handle.

d. Remove the three (3) latch mounting screws and remove the latch from the door (Figure 2).

e. Disconnect the electrical connectors from the old latch and discard.

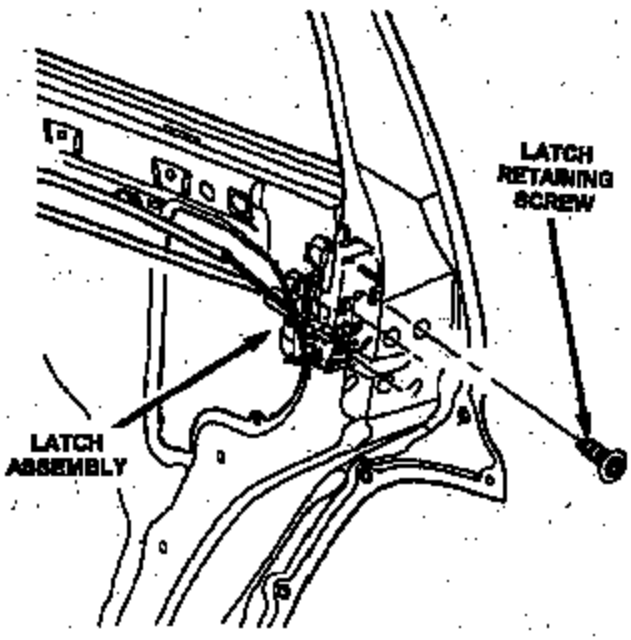

Figure 2

Service Procedure (Continued)

f. Connect the electrical connectors to the new latch.

g. Install the latch assembly into the door and install the screws. Tighten the screws to 95 in. lbs. (11 N·m).

h. Connect the outside door handle rod at the outside door handle.

i. Connect the lock knob at the bellcrank.

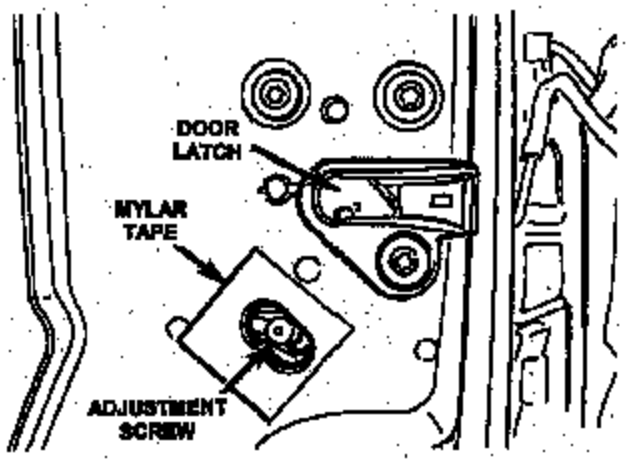

Figure 3

j. Install the waterdam onto the door.

k. Connect the inside handle rod and then install the door panel.

l. Adjust the latch using the following procedure:

1. Locate the access hole on the door and remove the mylar tape that is covering the opening (Figure 3).

2. Insert a 5/32-inch hex-wrench through the opening and into the adjustment screw and loosen the screw (Figure 3).

3. Operate the outside handle several times to release any restriction because of misalignment.

4. Tighten the adjustment screw to 30 in. lbs. (3 N·m).

5. Install mylar tape over latch adjustment access hole.

6. Test the handle for proper operation.

m. Repeat Steps a. through l. on the left rear door.

n. Continue with Step 4.

Service Procedure (Continued)

4. Use the following procedure for swing gate latch replacement:

   a. Remove the trim panel and waterdam.

   b. Disconnect the electrical connector and actuator rod at the clip.

   c. Remove the latch retaining screws and remove the latch from the door.

   d. Install the latch and tighten the latch retaining screws to 95 in. lbs. (11 N·m).

   e. Connect the electrical connector.

   CAUTION: Make sure the latch wire harness is installed forward of the actuator rod.

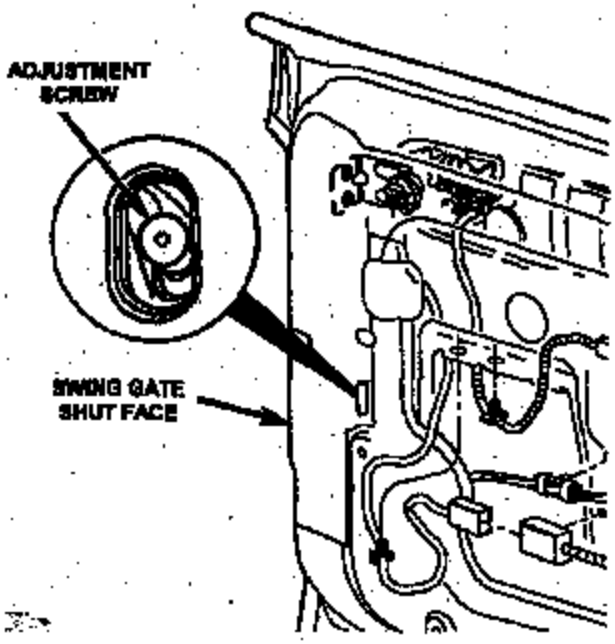

Figure 4

   f. Connect the actuator rod.

   g. Locate the adjustment screw access hole on the swing gate (Figure 4).

   h. Insert a 5/32-inch hex-wrench through the sheet metal opening on the swing gate and into the adjustment screw and loosen the screw (Figure 4).

   i. Operate the outside handle several times to release any restriction because of misalignment.

   j. Tighten the adjustment screw to 30 in. lbs. (3 N·m).

   k. Test the handle for proper operation.

   l. Install the waterdam and swing gate trim panel.

5. Connect the negative battery cable.

6. Verify proper operation of all door locks.

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:

	Labor Operation Number	Time Allowance
BCM update previously performed	08-D0-91-81	0.2 hours
Reprogram the BCM and test door lock operation	08-D0-91-82	0.4 hours
Reprogram the BCM and replace all door/swing gate latch/locks (includes latch adjustment)	08-D0-91-83	1.7 hours

Add the cost of the parts 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.

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 – REPROGRAM BODY CONTROL MODULE

Dear Jeep® Liberty 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 2004 model year Jeep Liberty vehicles equipped with Remote Keyless Entry.

The problem is...	**Multiple remote keyless entry operation may cause the Body Control Module (BCM) on your vehicle (identified on the enclosed form) to actuate the door lock motors continuously. This can cause the lock motor bearings to overheat and seize. If this occurs, the door lock system will become inoperative.**
What DaimlerChrysler and your dealer will do...	**DaimlerChrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will reprogram your vehicle's BCM and inspect the lock motors. Reprogramming the BCM and inspecting the lock motors will take about a ½ hour to complete. If the lock motors require replacement, an additional 1½ hours will be required. 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 latch motor failure 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.

Buckle up for Safety

Customer Services Field Operations
DaimlerChrysler Corporation
D09

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