

DAIMLERCHRYSLER

RECEIVED
NYS-215

2004 MAR 10 P 6:00

OFFICE OF
DEFECTS INVESTIGATION

DaimlerChrysler Corporation

Stephan J. Speth

Director

Vehicle Compliance & Safety Affairs

March 8, 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-113

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 March 15, 2004. The exact number of manufactured vehicles in the recall is 34,561.

The involved Vehicle Identification Number range is:

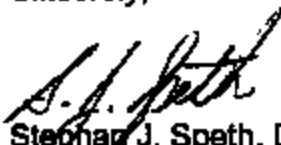
<u>Low</u>	<u>High</u>
4R141935	4R500119

(VIN last eight characters) - 4 = 2004 model year; 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,



Stephan J. Speth, Director
Vehicle Compliance and Safety Affairs

Enclosure: Recall #D15

cc: K. C. DeMeter

DAIMLERCHRYSLER

March 2004

Dealer Service Instructions for:

Safety Recall No. B15 **Reprogram Powertrain Control Module**

Models

2004 (CS) Chrysler Pacifica

NOTE: This recall applies only to the above vehicles built from January 16, 2003 through July 1, 2003 (MDH 0116XX through 0701XX).

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 Powertrain Control Module (PCM) software on about 34,500 of the above vehicles may allow the engine to stall when it is warming up, if the vehicle is driven under certain operating conditions. This could cause a crash without warning.

Repair

The Powertrain Control Module must be reprogrammed.

Parts Information

Due to the likelihood that the required labels are already in your parts inventory, no labels will be distributed initially. The following label may be ordered as needed.

<u>Part Number</u>	<u>Description</u>
04275086AB	Label, Authorized Modifications

Service Procedure**A. Reprogram the PCM:**

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 and connect a battery charger to the battery.
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.
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.

Service Procedure (Continued)

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 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. After the reprogramming is complete, record the new module part number displayed on the DRBIII scan tool screen.
 - d. Press the “PAGE BACK” button on the DRBIII scan tool.

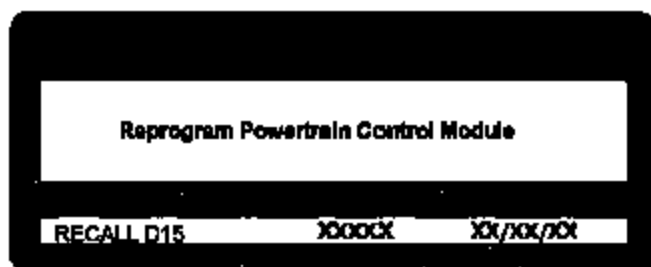
Service Procedure (Continued)

18. Due to the PCM flash procedure, Diagnostic Trouble Codes (DTC's) may be set in other modules (ETAX, BCM, 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 – Install the Authorized Modifications Label.

B. Install the Authorized Modifications Label:

1. Type or print (with a ballpoint pen) the recall number, dealer code and date on the Authorized Modifications Label (Figure 1).
2. Attach the label near the VECI label and then close the hood.

**Figure 1**

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
PCM Update Previously Performed	08-D1-51-81	0.2 hours
Reprogram Powertrain Control Module	08-D1-51-82	0.8 hours

Add the cost of the label 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 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 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 POWERTRAIN CONTROL MODULE

Dear Pacifica 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 Chrysler Pacifica vehicles.

The problem is...

The Powertrain Control Module software on your Pacifica (identified on the enclosed form) may allow the engine to stall when it is warming up, if the vehicle is driven under certain operating conditions. This could cause a crash without warning.

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 the Powertrain Control Module on your vehicle. The work will take about an 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 a stalling 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, Fort 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
D15

***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.