

DAIMLERCHRYSLER

June 25, 2004

DaimlerChrysler Corporation

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

RECEIVED
NHTSA-215
JUN 30 A 11:02
OFFICE OF
DEFECTS INVESTIGATION

Dear Mr. Weinstein:

Reference: NHTSA Identification Number 04V-216

Enclosed are representative copies of communications relating to the late-2002 through 2004 model year vehicles involved in the referenced recall. In addition, a small number of 2000, 2001 and early-2002 model year vehicles that had a suspect wiper motor assembly installed under warranty have been added to the recall population.

DaimlerChrysler expects to begin owner notification during the week of July 12, 2004. The exact number of manufactured vehicles in the recall is 312,879.

The involved Vehicle Identification Number range is:

<u>Low</u>	<u>High</u>	<u>Low</u>	<u>High</u>
YF107238	YF307097	YS546711	YS783620
1F511823	1F644798	1S104097	1S351336
2F100226	2F221779	2S510156	2S726717
3F500027	3F630868	3S100095	3S382652
		4S500001	4S561034

(VIN last eight characters) - Y = 2000 model year; 1 = 2001 model year; 2 = 2002 model year; 3 = 2003 model year; 4 = 2004 model year; F = Newark Assembly Plant, Newark, Delaware; S = Warren Truck Assembly Plant, Warren, Michigan; 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 2000, 2001 and 2002 model year 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 #D22

cc: K. C. DeMeter

Dealer Service Instructions for:

Safety Recall B22 - Windshield Wiper Motor

Models**2002-2004 (AN) Dodge Dakota**

NOTE: This recall applies only to the above vehicles built from April 24, 2002 through September 15, 2003 (MDH 0424XX through 0915XX).

2002-2003 (DN) Dodge Durango

NOTE: This recall applies only to the above vehicles built after April 24, 2002 (MDH 0424XX).

IMPORTANT: Vehicles that have already had the proper wiper module installed, according to warranty records, have been excluded from this recall. In addition, 2000 through early-2002 model year vehicles (built through April 23, 2002 (MDH 0423XX)) that have had a suspect replacement wiper module installed, according to warranty records, have been added to this recall. Dealers are also requested to review their records and contact owners who have purchased a wiper module or who have had a wiper module installed outside of the warranty provisions (P/N 55154863AF or 55154863AG).

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 windshield wiper motor on about 310,000 of the above vehicles and cause the windshield wiper system to become inoperative. This can impair the driver's vision and cause a crash without warning.

Repair

The windshield wiper module must be replaced on all involved vehicles.

Parts Information

<u>Part Number</u>	<u>Description</u>
CBTBD220	Windshield Wiper Module

Each dealer to whom vehicles in the recall were invoiced will receive enough windshield wiper modules to service about 5% of those vehicles.

Service Procedure

1. Open the hood.
2. Remove the wiper arm plastic nut caps and then remove the left and right wiper arms.
3. Remove the cowl weatherstrip.
4. Remove the six (6) cowl grille plastic nuts and two (2) cowl grille push pins (Figure 1).
5. Disconnect the windshield washer hose and vacuum reservoir hose from the cowl grille.
6. Remove the cowl grille and set it aside (Figure 1).
7. Remove the four (4) wiper module screws (Figure 2).
8. Disconnect the wiper motor electrical connector (Figure 2).
9. Remove the wiper module and discard it.
10. Install the new wiper module into the vehicle.

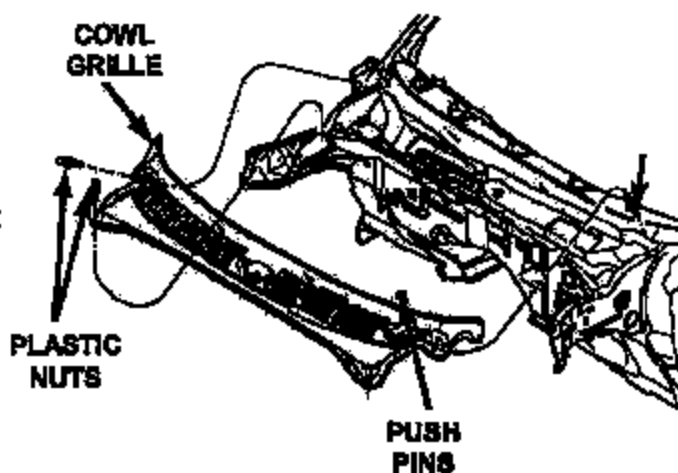


Figure 1

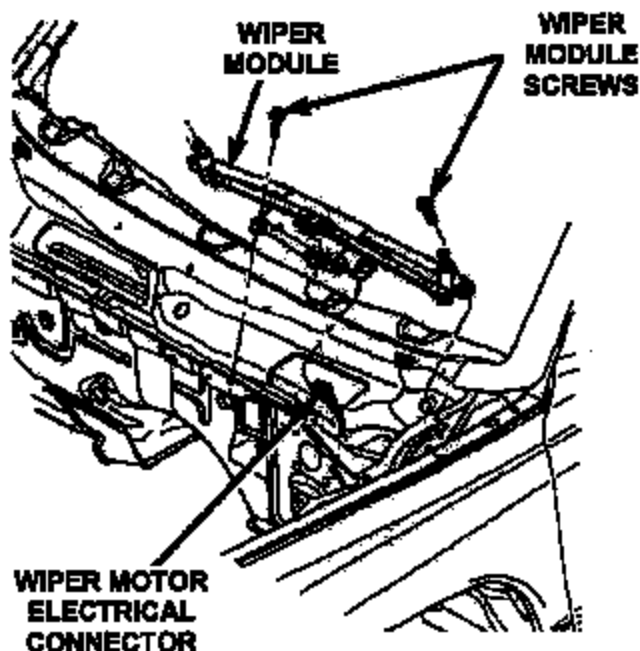


Figure 2

Service Procedure (Continued)

11. Connect the wiper motor electrical connector (Figure 2).
12. Install the wiper module screws (Figure 2). Tighten the screws to 72 in-lbs (8 N·m).
13. Install the cowl grille (Figure 1).
14. Connect the windshield washer hose and vacuum reservoir hose to the cowl grille.
15. Secure the cowl grille with the six (6) plastic nuts and two (2) push pins (Figure 1).
16. Install the cowl weatherstrip.
17. Install the wiper arms. Tighten the wiper arm nuts to 18 ft-lbs (24 N·m) and then install the plastic nut caps.

NOTE: Ensure that the wiper arms are installed on the proper side of the vehicle. The arms are marked DS (driver side) and PS (passenger side) on the back of the arm. Be sure to align the wiper arms with the marks on the windshield.

18. Close the hood.
19. Activate the windshield washer system to ensure it functions properly. Cycle the wipers through all speeds, check the wipe pattern and adjust the wiper position(s) if necessary.

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:

	Labor Operation Number	Time Allowance
Replace the windshield wiper module	08-D2-21-82	0.4 hours

Add the cost of the recall parts package 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 an appointment for this service with their dealer. 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 – WINDSHIELD WIPER MOTOR

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 late-2002 through 2004 model year Dodge Dakota trucks and late-2002 and 2003 model year Dodge Durango vehicles. In addition, this recall also involves a small number of 2000 through early-2002 model year Dakota and Durango vehicles that had a service replacement windshield wiper motor installed.

The problem is... Water may enter into the windshield wiper motor on your Dakota or Durango (VIN: XXXXXXXXXXXXXXX) and cause the windshield wiper system to become inoperative. This can impair the driver's vision and cause a crash without warning.

What your dealer will do... DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the windshield wiper motor assembly. The work 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. Ask the dealer to hold the part for your vehicle or to order it before your 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 D22 on the postcard.

If you have already experienced a wiper 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.

Customer Services Field Operations
DaimlerChrysler Corporation
D22

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