

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

ATTN: Service and Sales Managers

Safety Recall #D24 - Certification Label Tire/Rim Information STOP  
SALE ORDER

**Involved Vehicles:**

2004 (DR) Dodge Ram 1500/2500 Pick-up Trucks built from  
January 20, 2004 through February 13, 2004  
(MDH 012009 through 021319).

The Certification Label on about 6,100 of the above vehicles lists incorrect tire/rim size and inflation pressure information which does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 120. - Tire Selection and Rims for Motor Vehicles Other Than Passenger Cars.

The installation of a Certification Information Correction Label Overlay is required and will only take a few minutes. Each dealer to whom vehicles in this recall were invoiced will receive enough tire label overlays to service 100% of unsold vehicles.

**IMPORTANT:** ACCORDING TO OUR RECORDS, MANY 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. ALL UNSOLD VEHICLES CAN BE SOLD AS NEW AND DELIVERED TO CUSTOMERS AFTER THIS REPAIR IS PERFORMED.

**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 D24 is not listed, there are no involved vehicles assigned to your dealer code.

The recall notification letter is available on the home page of TechCONNECT today. Additional copies of the recall notification letter will also be forwarded via DCMMS mail in the near future.

The above recall is being mailed today to all dealers by FIRST CLASS MAIL in an orange-bordered envelope that reads:

**ATTENTION: SERVICE MANAGER**

**RECALL MATERIAL ENCLOSED**

**IMMEDIATE ACTION REQUIRED**

The envelope contains one copy of the dealer recall service instruction letter and a VIN listing for the involved vehicles your dealership was invoiced. Please advise your appropriate personnel to forward the orange-bordered recall envelope to your Service manager as soon as it is received.

THE OWNER NOTIFICATION MAILING, WHICH INCLUDES AN OVERLAY LABEL FOR THIS RECALL, WILL BEGIN TOMORROW. OWNERS WILL BE ASKED TO INSTALL THE LABEL THEMSELVES OR TO SCHEDULE AN APPOINTMENT FOR LABEL INSTALLATION BY THEIR DEALER IF PREFERRED.

If you have not already done so, please take the time to ensure that your personnel are prepared to execute a customer friendly process for inquiries, scheduling and repairing the involved vehicles.

If you have any questions regarding this action, please contact your Service and Parts District Manager.

Customer Services Field Operations  
DaimlerChrysler Corporation

May 2004

Dealer Service Instructions for:  
Safety Recall No. D24  
Certification Label Tire/Rim Information

Models

2004 (DR) Dodge Ram 1500/2500 Pick-up Truck

NOTE: This recall only applies to some of the above vehicles that were built from January 20, 2004 through February 13, 2004 (MDH 012009 through 021319).

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 Certification Label on about 6,100 of the above vehicles lists incorrect tire/rim size and inflation pressure information which

does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 120. - Tire Selection and Rims for Motor Vehicles Other Than Passenger Cars. This information, when used with the weight ratings on the label, establishes vehicle load limits. Installing the incorrect tire/rim sizes and loading the vehicle to the weights shown on the label can cause tire failure and result in a crash without warning.

## Repair

Certification information correction label overlays will be mailed to owners known to DaimlerChrysler for the owners to install (or for installation by their dealer if preferred).

## Parts Information

Tire information label overlays are being mailed to all owners known to DaimlerChrysler. If an owner's label overlay is lost, dealers may order additional label overlays if necessary.

Part Number	Model	Description	VIN List Part Type Code
CBA0D241	DR 1500	Tire Label Overlay	1
CBA0D242	DR 2500	Tire Label Overlay	2

Each dealer to whom vehicles in this recall were invoiced will receive enough tire label overlays to service 100% of unsold vehicles.

## Service Procedure

1. Open the driver's door and locate the Certification Label on the driver's door as shown (Figure 1).
2. Clean the existing certification label by wiping it with a household cleaner to remove any dirt, oil residue or grease.
3. Remove the tire label overlay from its paper backing and carefully install it on the Certification Label covering the original information (Figure 1). Firmly press and smooth the label to the surface of the Certification Label to ensure good adhesion.

## 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 Allowance	Time Number
Install Tire Label Overlay	23-D2-41-82	0.2 hours

Add the cost of the label, if necessary, 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 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 should 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 install the labels themselves or schedule an appointment 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 notification 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

May 2004

Dealer Service Instructions for:

## **Safety Recall No. B24** **Certification Label Tire/Rim Information**

---

### **Models**

**2004 (DR) Dodge Ram 1500/2500 Pick-up Truck**

*NOTE: This recall only applies to some of the above vehicles that were built from January 20, 2004 through February 13, 2004 (MDH 012009 through 021319).*

**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 Certification Label on about 6,100 of the above vehicles lists incorrect tire/rim size and inflation pressure information which does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 120. – Tire Selection and Rims for Motor Vehicles Other Than Passenger Cars. This information, when used with the weight ratings on the label, establishes vehicle load limits. Installing the incorrect tire/rim sizes and loading the vehicle to the weights shown on the label can cause tire failure and result in a crash without warning.

### **Repair**

Certification information correction label overlays will be mailed to owners known to DaimlerChrysler for the owners to install (or for installation by their dealer if preferred).

**Parts Information**

Tire information label overlays are being mailed to all owners known to DaimlerChrysler. If an owner's label overlay is lost, dealers may order additional label overlays if necessary.

<u>Part Number</u>	<u>Model</u>	<u>Description</u>	<u>VIN List</u>
			<u>Part Type Code</u>
<b>CBA0D241</b>	<b>DR 1500</b>	<b>Tire Label Overlay</b>	<b>1</b>
<b>CBA0D242</b>	<b>DR 2500</b>	<b>Tire Label Overlay</b>	<b>2</b>

Each dealer to whom vehicles in this recall were invoiced will receive enough tire label overlays to service 100% of unsold vehicles.

**Service Procedure**

1. Open the driver's door and locate the Certification Label on the driver's door as shown (Figure 1).
2. Clean the existing certification label by wiping it with a household cleaner to remove any dirt, oil residue or grease.
3. Remove the tire label overlay from its paper backing and carefully install it on the Certification Label covering the original information (Figure 1). Firmly press and smooth the label to the surface of the Certification Label to ensure good adhesion.

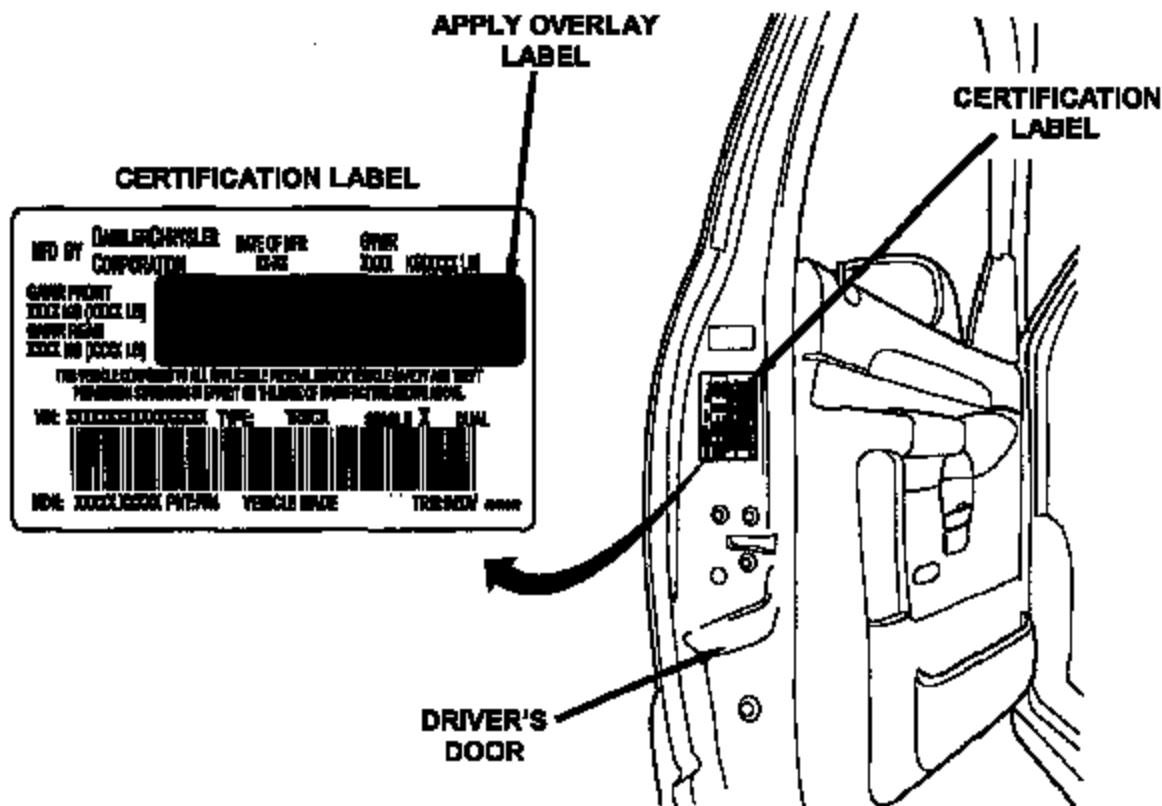


Figure 1 – 1500 Series Shown



**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:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Install Tire Label Overlay	23-D2-41-82	0.2 hours

Add the cost of the label, if necessary, 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 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 should 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 install the labels themselves or schedule an appointment 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 notification 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 – CERTIFICATION LABEL INFORMATION

Dear Dodge Ram Truck 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 some 2004 model year Dodge Ram 1500/2500 pick-up trucks fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 120 – Tire Selection and Rims for Motor Vehicles Other Than Passenger Cars.

***The problem is...***

The certification label on your truck (identified on the enclosed form) lists incorrect tire/rim size and inflation pressure information. This information, when used with the weight ratings on the label, establishes vehicle loading limits. Installing the incorrect tire/rim sizes and loading the vehicle to the weights shown on the label can cause tire failure and result in a crash without warning.

***What you must do to ensure your safety...***

- We ask that you apply the enclosed label overlay so that it covers the original incorrect information as described on the reverse side of this letter.
- If preferred, you may contact your dealer to schedule a service appointment for installation of the label overlay. The service will be provided free of charge and should only take a few minutes to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed. Bring the enclosed label overlay and form with you to your dealer. The form 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 the problem described above 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 noncompliance 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.

(over)

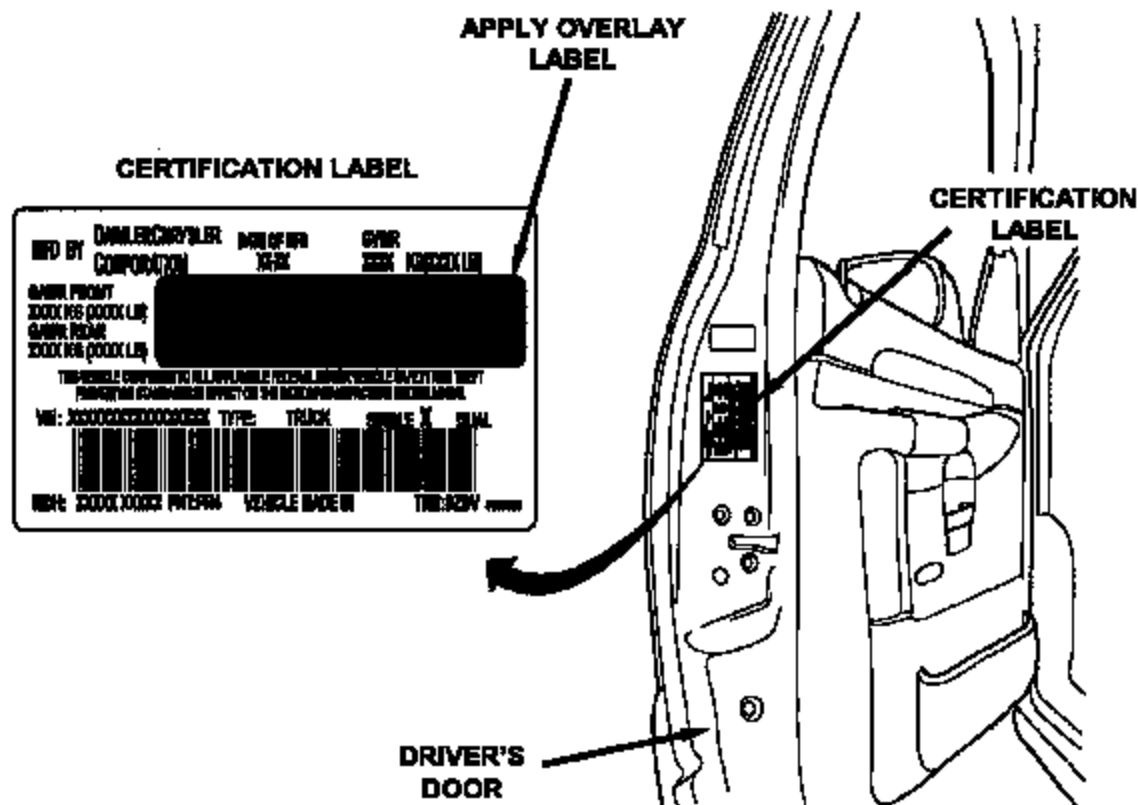
***Buckle up  
for Safety***

Customer Services Field Operations  
DaimlerChrysler Corporation  
D24

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

## Installation Instructions for the Certification Label Overlay

1. Open the driver's door and locate the Certification Label on the driver's door as shown (Figure 1).
2. Clean the existing certification label by wiping it with a household cleaner to remove any dirt, oil residue or grease.
3. Remove the information correction label overlay from its paper backing and carefully install it on the Certification Label covering the original information (Figure 1). Firmly press and smooth the overlay label to the surface of the Certification Label to ensure good adhesion.



### Figure 1 – 1500 Series Shown