

# DAIMLERCHRYSLER

July 2004

Dealer Service Instructions for:

## **Safety Recall B21** **Rear Floorpan Reinforcement Spot Welds**

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### **Models**

**2005 (LX) Chrysler 300 and Dodge Magnum**

*NOTE: This recall applies only to the certain vehicles built from May 14, 2004 through May 16, 2004 (MDH 051420 through 051609).*

*IMPORTANT: Most 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**

A spot welding operation for the rear floorpan reinforcement on 21 of the above vehicles may not have been performed. This could cause the rear seat belt anchors and the child seat anchors to separate in certain crash conditions, which can increase the risk of injury to rear seat passengers.

### **Repair**

All involved vehicles must be inspected for the presence of rear floorpan reinforcement spot welds. Vehicles that have missing welds must have structural rivets installed.

**Alternate Transportation**

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

**Parts Information**

Due to the small number of involved vehicles expected to require rivet installation, no parts will be distributed initially. Rivets and mastic patches should be ordered only after inspection determines that repair is required. *Very few vehicles are expected to require rivet installation.*

<u>Part Number</u>	<u>Quantity</u>	<u>Description</u>
06034573	18	Structural Rivet
02654684	18	Mastic Patch

**Special Tool**

A special air/hydraulic power set riveter tool is required for the installation of the structural rivets. ALL Chrysler and Dodge dealers previously received ONE (1) W-AK175ACH Power Set Riveter, free of charge, through Pentastar Service Equipment (PSE) in December 1998.

Additional power riveters may be ordered through Pentastar Service Equipment (PSE) at dealer cost by calling 1-800-223-5623 or faxing 1-800-734-4334. Additional power riveters are NOT reimbursable by DaimlerChrysler.

**Service Procedure****A. Inspect Rear Floorpan Reinforcement Spot Welds:**

1. Open the trunk.
2. Lift the rear of the trunk floor cover and then pull the floor cover rearward.
3. Open the rear driver side door.
4. Fold the rear seat back forward to expose the cargo/trunk area.
5. Remove the seat back carpet push pin retainer on each side of the vehicle and then pull the carpet back.
6. Pull the floor silencer pad forward to expose the rear floorpan reinforcement (Figure 1).
7. Inspect the floorpan reinforcement for the presence of the two spot welds shown in Figure 2.

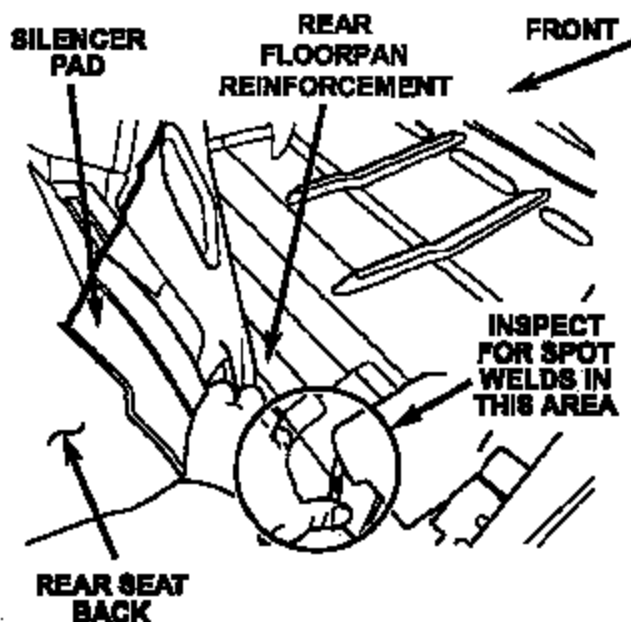


Figure 1

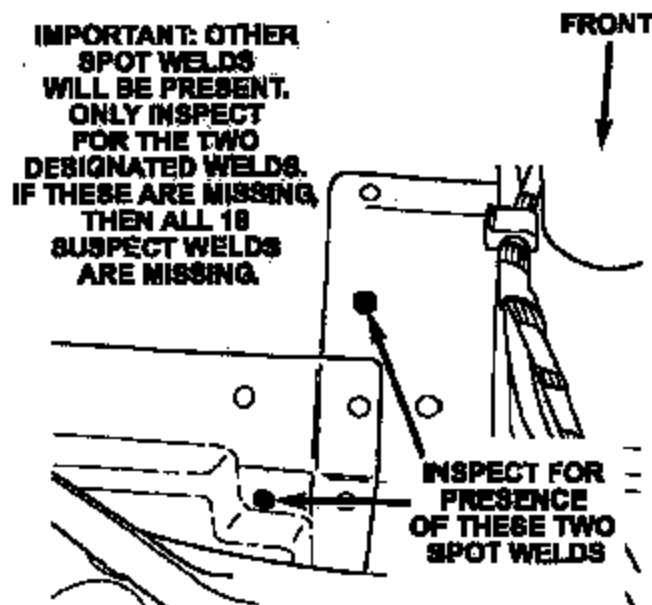


Figure 2 – Driver's Side Shown

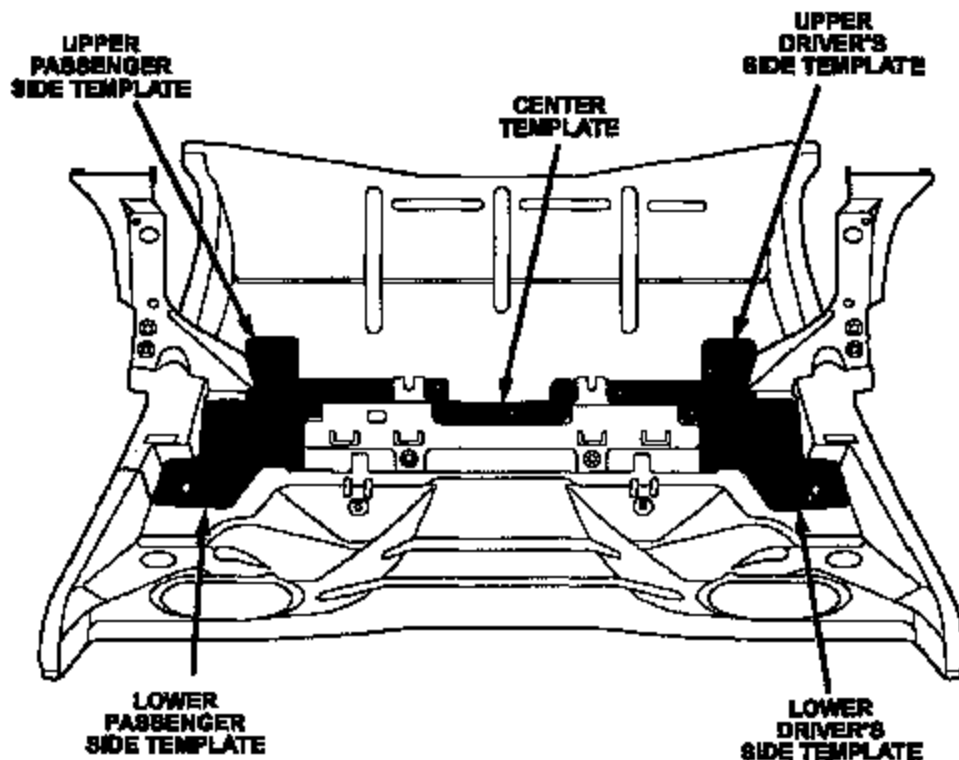
**Service Procedure (Continued)**

8.   ➤ If spot welds are present, no further action is necessary. Continue with Step 9.  
      ➤ If spot welds are missing, continue with Section B – Install Structural Rivets.
9.   Return the floor silencer pad to its original position.
10.   Return the seat back carpet to its original position and install the push pins.
11.   Return the seat back to its upright position.
12.   Close the door.
13.   Return the trunk floor cover to its original position.
14.   Close the trunk lid.
15.   Return the vehicle to the customer.

**Service Procedure (Continued)****B. Install Structural Rivets:**

**NOTE:** Only vehicles with missing spot welds, as determined by the inspection in Section A, require repair. Very few vehicles are expected to require rivet installation.

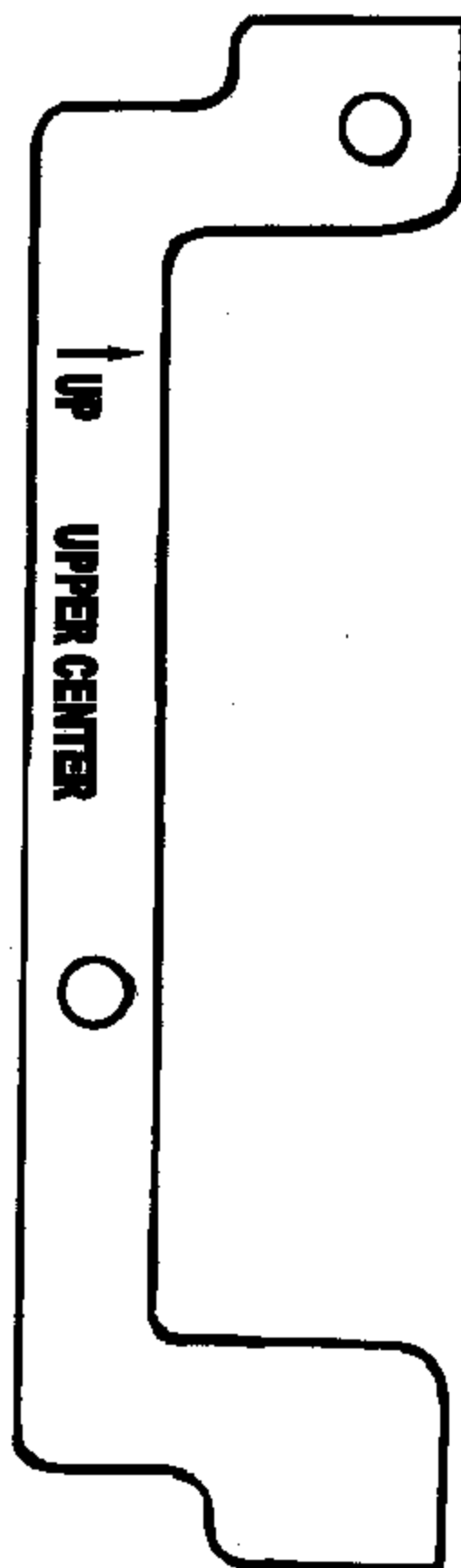
1. Return the seat back to its upright position.
2. Release the two (2) rear seat cushion clips and remove the rear seat cushion from the vehicle.
3. Remove six (6) rear seat back nuts and then remove the seat back from vehicle.
4. Roll the floor silencer pad forward.
5. Disconnect the guides for the wiring harness and battery cable from the floor pan and set the cable and wiring aside.
6. Make full size copies of the five (5) templates on pages 7 – 11. Cut out the templates and place them on the vehicle as shown in Figure 3.

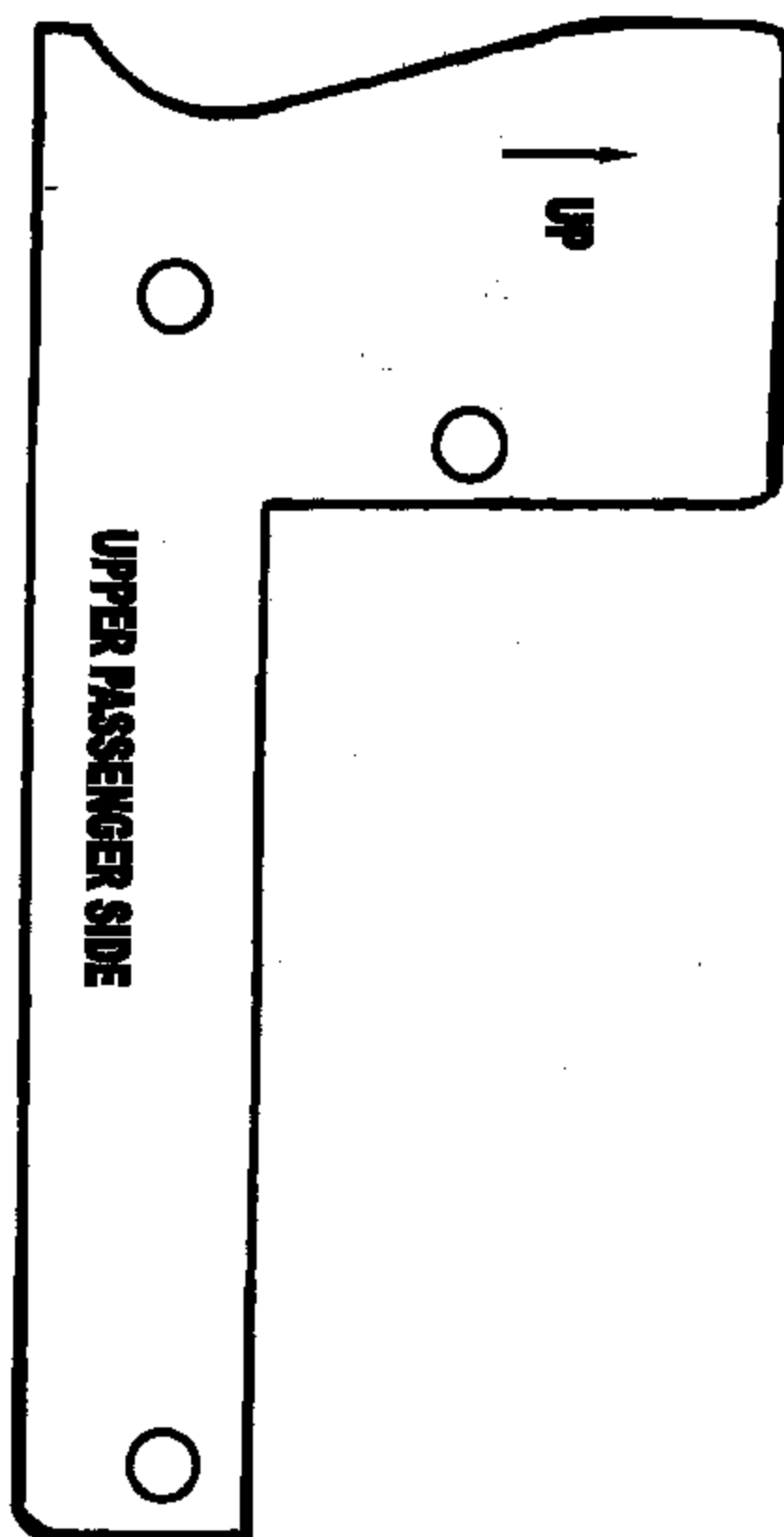


**Figure 3**

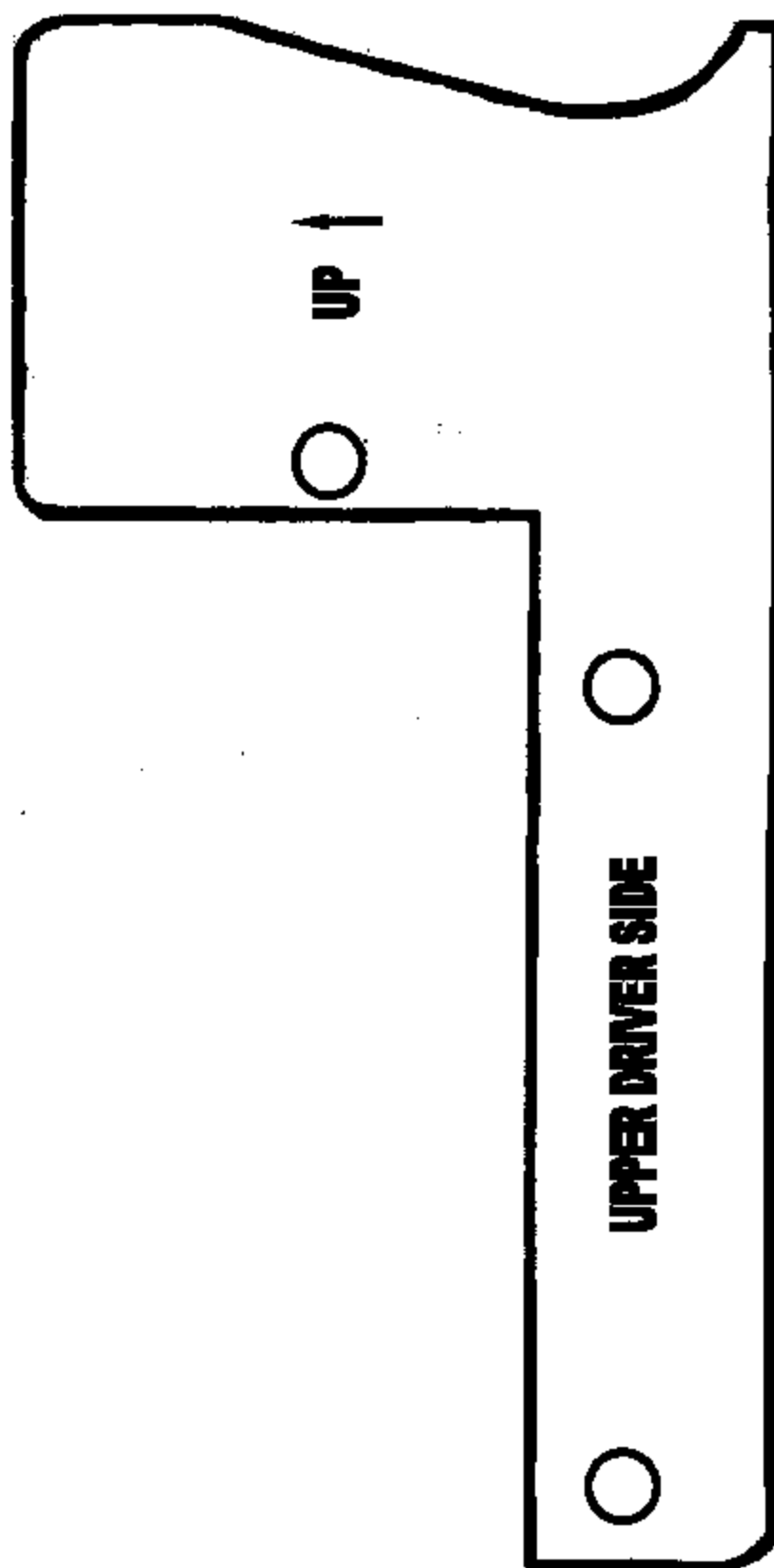
**Service Procedure (Continued)**

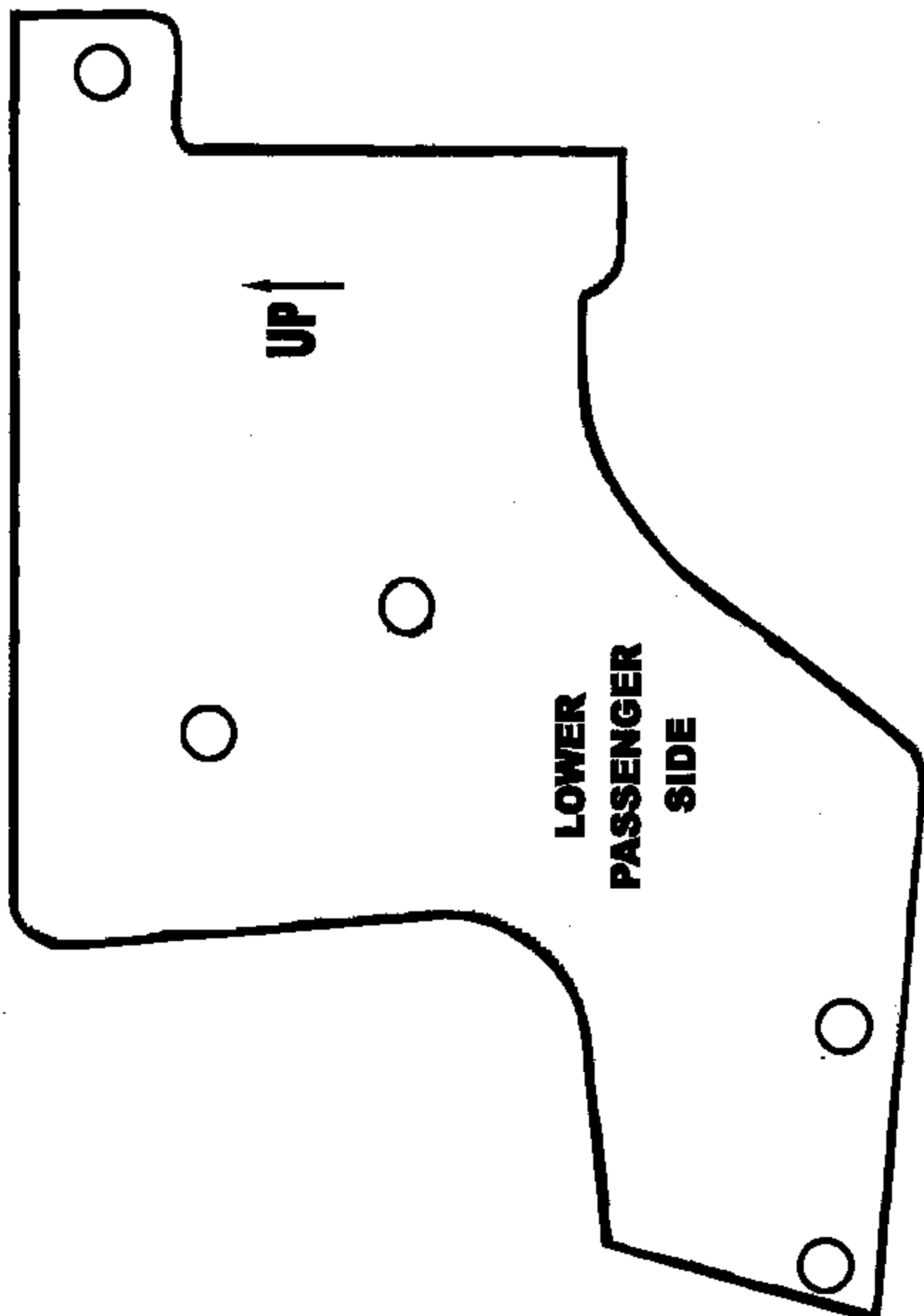
7. Mark the 18 locations shown in Figure 3 on the rear floorpan reinforcement with a center punch, permanent marker or paint pen.
8. Using a 9/32" (7 mm) bit, drill a hole through the reinforcement and the floorpan at each location. Ensure that the center line of each hole is no less than 3/8" (10 mm) from the nearest edge.
9. Vacuum any metal shavings from the vehicle.
10. Using the W-AK175ACH Power Set Riveter, install a structural rivet (Mopar P/N 06034573) at each location.
11. Install an interior mastic patch (Mopar P/N 02654684) over each structural rivet.
12. Install the guides for the wiring harness and battery cable into their original locations.
13. Return the floor silencer pad to its original position.
14. Install the rear seat back. Tighten the six (6) seat back nuts to 35 ft-lbs (47 N·m).
15. Install the rear seat cushion.
16. Close the door.
17. Return the trunk floor cover to its original position.
18. Close the trunk lid.

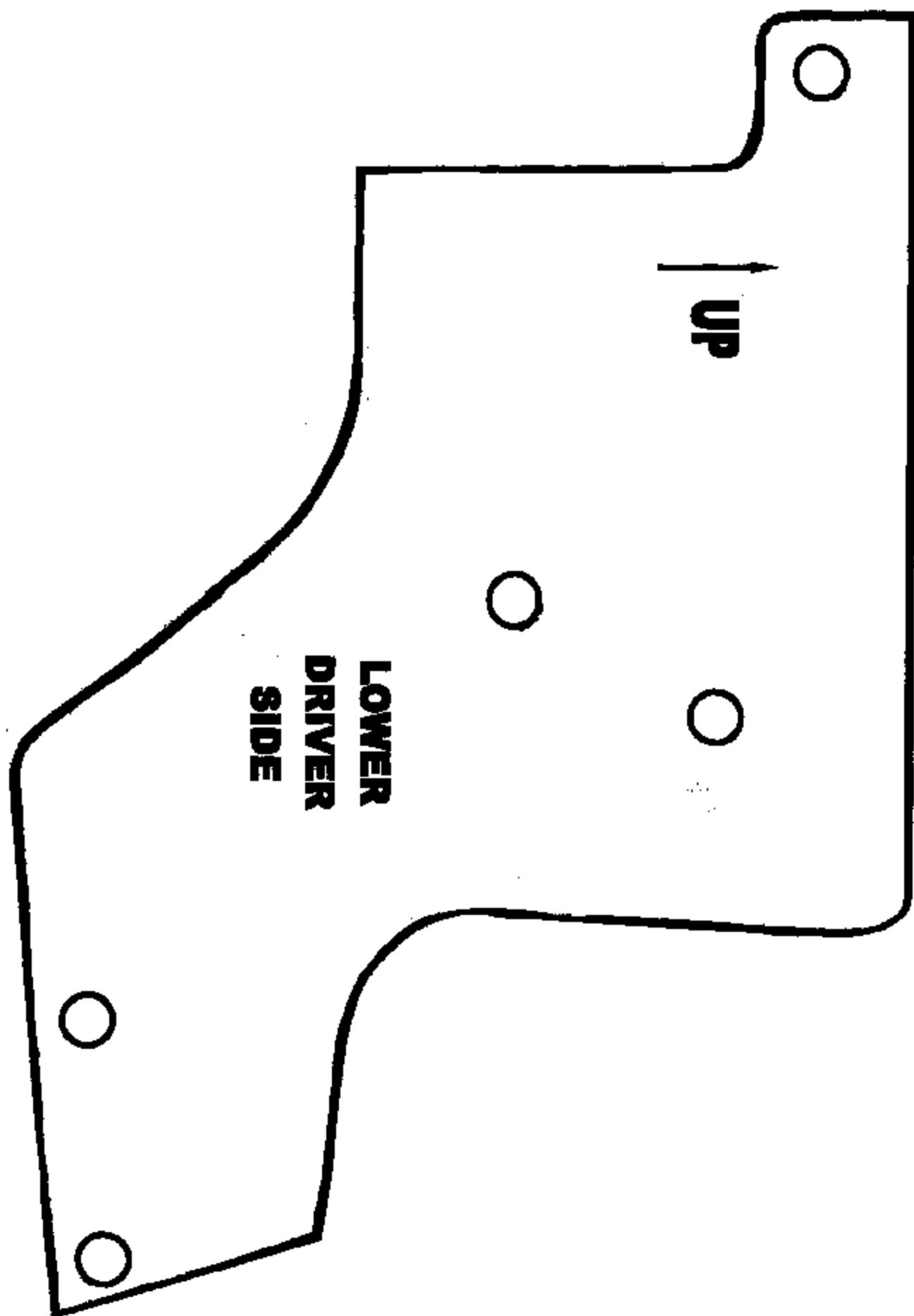












**Completion Reporting and Reimbursement**

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:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect rear floorpan reinforcement spot welds	23-D2-11-81	0.2 hours
Inspect rear floorpan reinforcement spot welds and install rivets	23-D2-11-82	1.0 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 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 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.

**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 – REAR FLOORPAN REINFORCEMENT SPOT WELDS**

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 a small number of 2005 model year Chrysler 300 and Dodge Magnum vehicles.

**The problem is...** A spot welding operation for the rear floorpan reinforcement on your vehicle (VIN: xxxxxxxxxxxxxxxx) may not have been performed. This could cause the rear seat belt anchors and/or the child seat anchors to separate in certain crash conditions, which can increase the risk of injury to rear seat passengers.

**What your dealer will do...** DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the rear floorpan reinforcement for missing welds and install structural rivets if necessary. The inspection will take only a few minutes while the rivet installation will require 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. Ask the dealer to hold the parts for your vehicle or to order them 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 D21 on the postcard.

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

D21

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