

# DAIMLERCHRYSLER

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OFFICE OF  
DEFECTS INVESTIGATION

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

July 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-336

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 July 19, 2004. The exact number of manufactured vehicles in the recall is 301.

The involved Vehicle Identification Number range is:

<u>Low</u>	<u>High</u>
4N356693	4N413010

(VIN last eight characters) - 4 = 2004 model year; N = Sterling Heights Assembly Plant, Sterling Heights, 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 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,

*for*   
Stephan J. Speth, Director  
Vehicle Compliance and Safety Affairs

Enclosure: Recall #D32

cc: K. C. DeMeter

Dealer Service Instructions for:

## **Safety Recall B32**

### **Left Rear Seat Belt Retractor Bolt**

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#### **Models**

**2004 (JR) Chrysler Sebring Convertible**

*NOTE: This recall applies only to the above vehicles built from June 1, 2004 through June 7, 2004 (MDH 060106 through 060715).*

**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 left rear seat belt retractor bolt on about 300 of the above vehicles may not have been properly tightened. This could cause seat belt separation in certain crash conditions, which can increase the risk of injury to a left rear seat passenger.

#### **Repair**

The left rear seat belt retractor bolt must be tightened to the proper specification.

**Parts Information**

No parts are required to perform this service procedure.

**Service Procedure**

1. Remove rear seat cushion by pulling upward on the forward edge of the cushion.
2. Remove the two center seat back retaining nuts (Figure 1).
3. Remove the rear seat back.
4. Tighten the left rear seat belt retractor retaining bolt to 30 ft. lbs. (40 N·m) (Figure 2).
5. Install the seat back.
6. Install the seat back retaining nuts and tighten to 45 ft. lbs. (60 N·m) (Figure 1).
7. Place the rear seat cushion into position and push down on the forward edge of the cushion to engage the retaining clips.

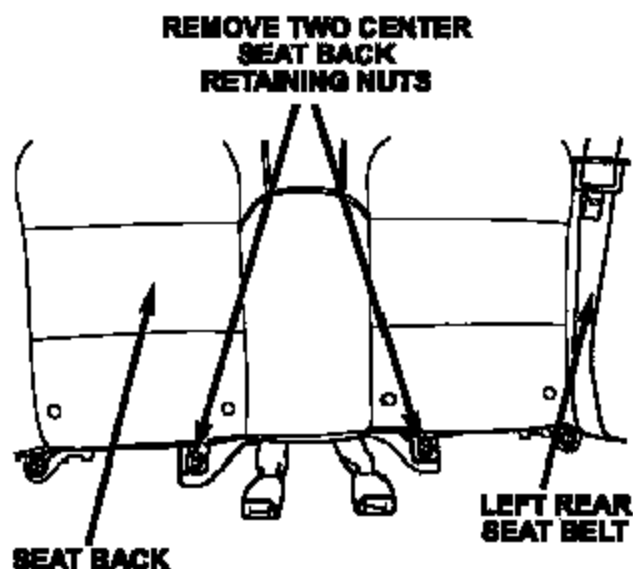


Figure 1

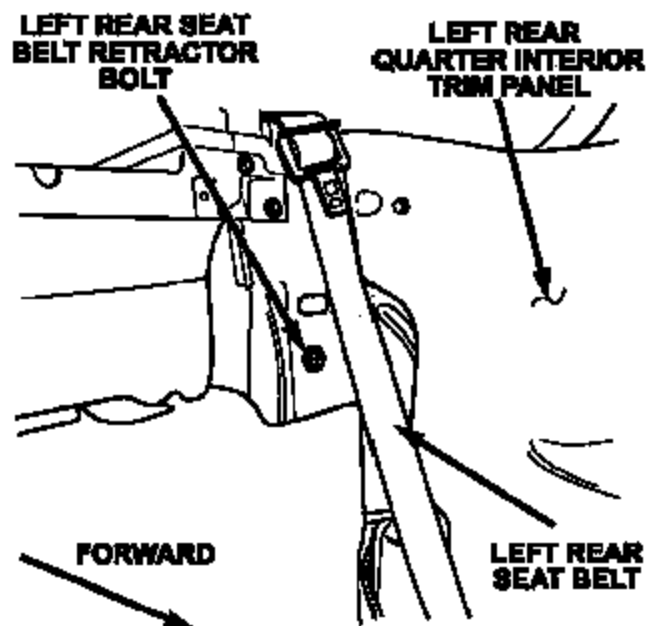


Figure 2

**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>
Tighten Left Rear Seat Belt Retractor Bolt	23-D3-21-82	0.2 hours

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 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.

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 – LEFT REAR SEAT BELT RETRACTOR BOLT**

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 2004 model year Chrysler Sebring Convertible vehicles.

***The problem is...*** The left rear seat belt retractor bolt on your vehicle (VIN: XXXXXXXXXXXXXXX) may not have been properly tightened. This could cause seat belt separation in certain crash conditions, which can increase the risk of injury to a left rear seat passenger.

***What your dealer will do...*** DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will tighten the left rear seat belt retractor bolt to the proper specification. The work will take less than a 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. 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 D32 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  
D32

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