

DAIMLERCHRYSLER

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NVS-210

2004 SEP 15 P 3: 59

DaimlerChrysler Corporation

Stephan J. Speth

Director
Vehicle Compliance & Safety Affairs

OFFICE OF DEFECTS
INVESTIGATION

September 13, 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-386

Enclosed are representative copies of communications relating to the 2002 through 2004 model year vehicles involved in the referenced recall. DaimlerChrysler expects to begin owner notification during the week of September 27, 2004. The exact number of manufactured vehicles in the recall is 683,540.

The involved Vehicle Identification Number range is:

<u>Low</u>	<u>High</u>
2B501434	2B743332
2R507954	2R700422
3B100014	3B341872
3R100007	3R389797
4B500001	4B515164
4R500001	4R513976

(VIN last eight characters) - 2 = 2002 model year; 3 = 2003 model year; 4 = 2004 model year; B = St. Louis South Assembly Plant, Fenton, Missouri; 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 some 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 #D37

cc: K. C. DeMeter

DAIMLERCHRYSLER

September 2004

Dealer Service Instructions for:

Safety Recall B37 **Upper Power Steering Return Hose**

Models

2002-2004 (RS) Dodge Caravan/Grand Caravan, Chrysler Voyager and Town & Country

NOTE: This notification applies only to the above vehicles equipped with a 3.3L or 3.8L engine ("L", "R" or "3" in the 8th VIN position) built from October 1, 2001 through August 1, 2003 (MDH 1001XX through 0801XX).

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 upper power steering return hose on about 680,000 of the above vehicles may split and leak fluid. Power steering fluid leakage in the presence of an ignition source can result in an underhood fire.

Repair

The upper power steering return hose must be replaced.

Parts Information

<u>Part Number</u>	<u>Description</u>
CBXGD370	Upper Power Steering Return Hose Package

Each package contains one upper power steering hose assembly with clamps.

Each dealer, to whom vehicles in the notification were invoiced, will receive enough Upper Power Steering Return Hose Packages to service about 5% of those vehicles.

<u>Part Number</u>	<u>Description</u>
05013457AA	Mopar Automatic Transmission Fluid (ATF+4)

Service Procedure

1. Open the hood.
2. Remove the cap from the power steering reservoir.
3. Using a siphon pump, remove as much fluid as possible from the power steering reservoir.
4. Locate the upper power steering return hose that connects the steering gear to the reservoir (Figure 1).
5. Using hose clamp pliers, slide the hose clamp off of the reservoir end of the hose then disconnect the hose from the reservoir (Figure 1).
6. Using side cutters, remove the oetiker clamp from the other end of the hose then disconnect the hose from the tube section of the return line (Figure 1). Discard the hose and clamps.

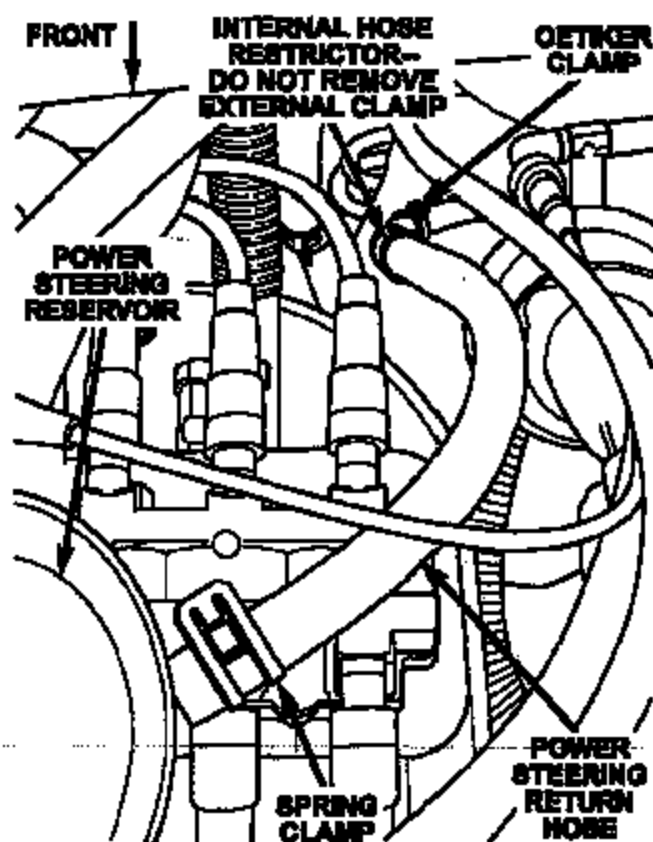


Figure 1

Service Procedure (Continued)

7. Connect the supplied hose assembly to the tube section of the return line and to the reservoir (Figure 1).

IMPORTANT: The end of the hose with the two oetiker clamps should be connected to the tube section of the return line. The second oetiker clamp on the hose assembly holds an internal restrictor in place. Do NOT remove this clamp from the hose assembly.

8. Using oetiker clamp pliers (K-D No. 424 or equivalent), slide the oetiker clamp into position and tighten it securely.
9. Using hose clamp pliers, slide the spring clamp at the reservoir end of the hose into position (Figure 1).

NOTE: Be sure that the hose clamp is installed on the hose past the upset bead on the reservoir nipple.

10. Fill the power steering reservoir to the proper level with Mopar ATF+4 (P/N 05013457AA) and then let the fluid settle for at least two (2) minutes.

CAUTION: Use only Mopar Automatic Transmission Fluid in the power steering system. Do not use other power steering fluids.

11. Start the engine and let it run for a few seconds and then turn the engine off.
12. Check the power steering fluid level and add fluid if necessary.
13. Start the engine and then slowly turn the steering wheel from "lock-to-lock" eight times.
14. Check to make sure that there are no leaks.
15. Turn off the engine.
16. Check the power steering fluid level and adjust as 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 upper power steering return hose	19-D3-71-82	0.2 hours

Add the cost of the parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

Parts Return

Not required.

Dealer Notification

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 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 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

*Recalls are
for Safety!*

SAFETY RECALL – UPPER POWER STEERING RETURN HOSE

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 2002 through early-2004 model year Chrysler Voyager and Town & Country and Dodge Caravan/Grand Caravan minivans equipped with a V-6 engine.

NOTE: Some 2002 and early-2003 model year vehicles listed above were involved in a prior power steering hose notification. While this recall may sound similar, it involves the replacement of a different power steering hose.

The problem is... The upper power steering return hose on your minivan (VIN: xxxxxxxxxxxxxxxxx) may split and leak fluid. Power steering fluid leakage in the presence of an ignition source can result in an underhood fire.

What your dealer will do... DaimlerChrysler will repair your minivan free of charge (parts and labor). To do this, your dealer will replace the upper power steering return hose. 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 minivan 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 D37 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
Notification Code D37

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