

# DAIMLERCHRYSLER

October 2004

Dealer Service Instructions for:

## **Safety Recall D17 – Clockspring/Lifetime Warranty**

*Effective immediately, all repairs on involved vehicles are to be performed according to this recall. Technical Service Bulletin 08-011-02 is being cancelled.*

### **Models**

1998-2000 (NS) Dodge Caravan/Grand Caravan, Plymouth Voyager/Grand Voyager and Chrysler Town & Country

*NOTE: This recall applies only to the above vehicles built after February 28, 1998 (MDH 0228XX).*

**IMPORTANT:** Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### **Subject**

The clockspring on about 1,290,000 of the above vehicles may lose the electrical connection to the steering wheel mounted electrical components. This could cause the driver's airbag, horn, speed control and/or steering wheel mounted radio controls (if equipped) to be inoperative. An inoperative driver's airbag will not deploy, which can result in increased injury to the driver in a frontal crash.

### **Repair**

Vehicles with a failed clockspring or vehicles with 70,000 miles or LESS, must have the clockspring assembly replaced.

Vehicles with more than 70,000 miles that have a properly functioning clockspring do NOT require any repair action. Vehicles involved in this recall have a lifetime warranty on the clockspring assembly.

**NOTE: This recall does NOT include replacement of other airbag system components. If other components cause illumination of the airbag warning light, the associated repair costs are the owner's responsibility.**

**Parts Information**

Dealers should determine which clockspring is required for each vehicle at the time appointments are scheduled to assure that the correct part is available when the customer arrives. The appropriate clockspring for the vehicle to be serviced is displayed on the DealerCONNECT VIP function.

| Options  | Sales Code  | VIN List Part Type Code | Part Number (Shown on VIP) |
|--|-------------|-------------------------|----------------------------|
| With Speed Control   | NHM         | 1                       | CBXSB241                   |
| Without Speed Control  |             | 2                       | CBRSB242                   |
| With Speed Control and Steering Wheel Mounted Radio Controls | NHM and RDZ | 3                       | CBERD171                   |

**Note: Sales Code NHM is for Speed Control and RDZ is for Steering Wheel Mounted Radio Controls.**

**Each dealer** to whom vehicles in the recall were invoiced will receive TWO (2) Clockspring Assemblies to service vehicles equipped with speed control, ONE (1) Clockspring Assembly to service vehicles without speed control and ONE (1) Clockspring Assembly to service vehicles with speed control and radio controls. Additional clockspring assemblies may be ordered as necessary.

|                          |
|--------------------------|
| <b>Service Procedure</b> |
|--------------------------|

1. **If the vehicle has LESS than 70,000 miles**, the clockspring assembly **MUST** be replaced even if it is functioning properly. **Proceed to Step 4.**

**IMPORTANT:** If an owner requests this recall service on a minivan that has more than 70,000 miles and an AIRBAG light that operates normally even though the owner letter clearly states that no action is necessary at this time, then to ensure customer satisfaction, dealers should perform Steps 2 and 3 of the service procedure to verify that the “Driver Squib Circuit Open” DTC is not present.

2. Connect the DRBIII scan tool to the vehicle diagnostic connector and turn the ignition key to the ON position.
3. Using the DRBIII, check for Airbag System Diagnostic Trouble Codes (DTC).
  - If the DTC “**DRIVER SQUIB CIRCUIT OPEN**” is present (either active or stored), the clockspring assembly **MUST** be replaced. **Erase the DTC and continue with Step 4.**
  - If there are no DTC’s or if any other airbag system DTC is present, the recall service procedure does not apply. **Diagnosis and repairs are the owner’s responsibility.**
4. Place the front wheels in the straight-ahead position.
5. Disconnect the negative battery cable.

**NOTE:** To enhance customer satisfaction, remember to reset the clock when you have completed the service procedure.

6. From the backside of the steering wheel, remove the three (3) screws that secure the driver’s airbag module to the steering wheel (Figure 1).
7. Pull the airbag module away from the steering wheel far enough to access the wire harness connectors on the back of the airbag module.

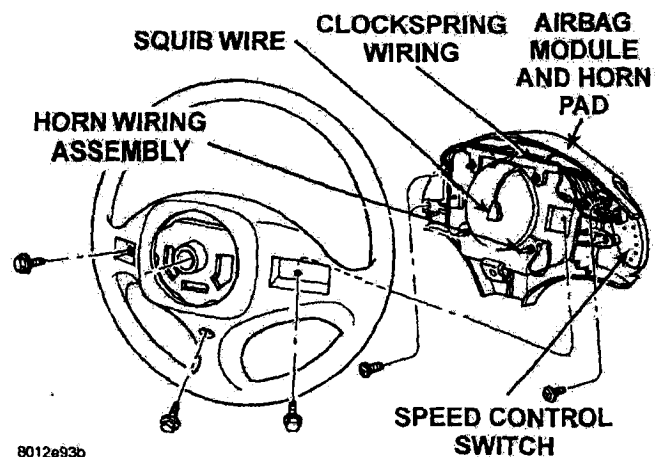


Figure 1

**Service Procedure (Continued)**

8. Disconnect the clockspring horn switch wire harness connector from the horn switch wire connector on the back of the airbag module (Figure 2).
9. Disconnect the clockspring airbag wire harness connector (Figure 2) from the back of the airbag module by firmly grasping and pulling, or gently prying, the connector.

**NOTE: Do NOT pull on the clockspring wire harness to disengage the connector from the airbag module connector receptacle.**

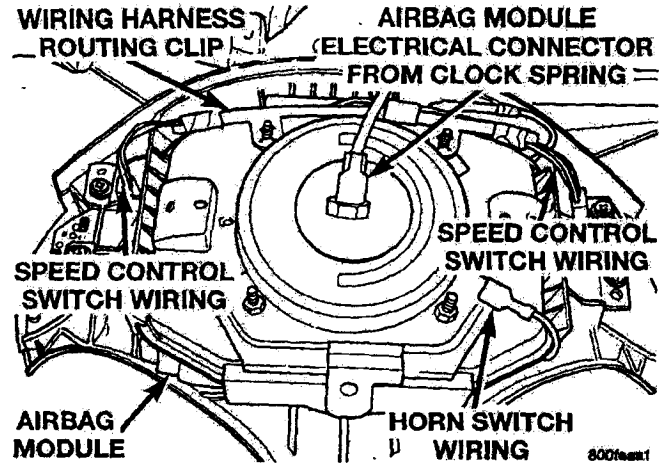


Figure 2

10. Disconnect the clockspring wire harness connectors from the speed control switches and steering wheel mounted radio controls (if equipped) (Figure 2).
11. Remove the airbag module and set it aside.
12. Remove the steering wheel nut.
13. Remove the steering wheel damper from the steering wheel (if equipped).
14. Remove the steering wheel from the steering column using a steering wheel puller (Special Tool C-3428-B).
15. Remove the three (3) screws that attach the upper and lower shrouds to the steering column, then remove the shrouds from the steering column (Figure 3).

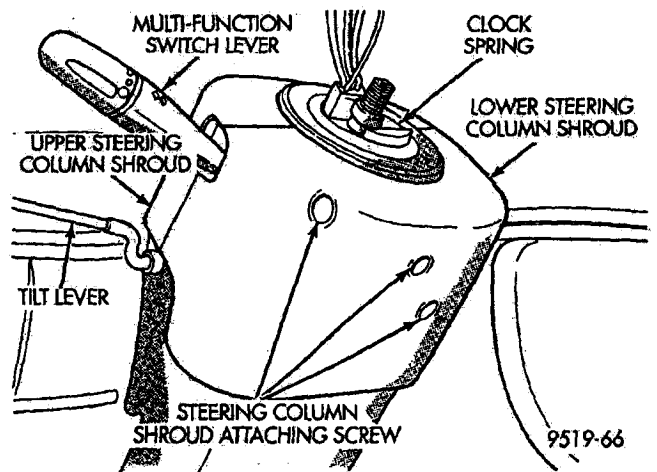


Figure 3

**Service Procedure (Continued)**

16. Disconnect the wiring harness connectors from the clockspring assembly (Figure 4).
17. Remove the clockspring from the multi-function switch by depressing the two tabs on the clockspring (Figure 5). Discard the clockspring assembly.
18. Slide the new clockspring over the steering column shaft until the clockspring latches engage the multi-function switch housing (Figure 5).
19. Connect the wire harness connectors to the clockspring assembly (Figure 4).
20. Install the upper and lower shrouds onto the steering column (Figure 3). Tighten the screws securely.
21. Install the steering wheel onto the steering column shaft.
22. Install the steering wheel damper (if equipped).
23. Install the steering wheel retaining nut. Tighten the nut to 45 ft-lbs (61 N·m).
24. Connect the clockspring wire harness connectors to the speed control switches and steering wheel mounted radio controls (if equipped) (Figure 2).
25. Connect the clockspring airbag wire harness connector to the back of the airbag module (Figure 2).
26. Connect the clockspring horn switch wire harness connector to the horn switch wire connector on the back of the airbag module (Figure 2).

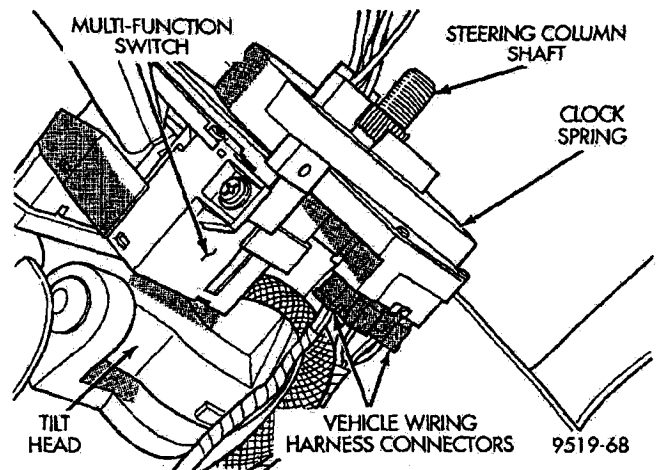


Figure 4

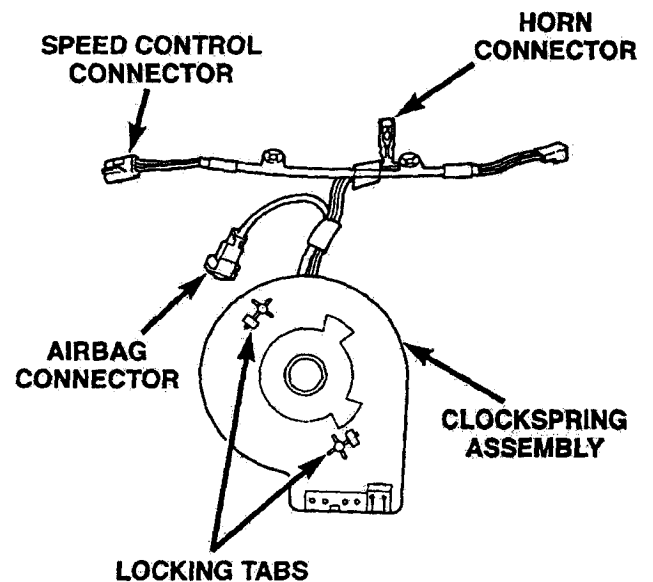


Figure 5

**Service Procedure (Continued)**

27. Install the airbag module onto the steering wheel. Make sure that the clockspring wire harnesses in the steering wheel hub area are not pinched between the airbag module and the steering wheel.
28. From the backside of the steering wheel, install the three (3) screws that secure the driver's airbag module to the steering wheel (Figure 1). Tighten the screws to 100 in-lbs (11 N·m).
29. With the ignition switch in the ON position, connect the negative battery cable.
30. **From outside the vehicle**, turn the ignition switch to the OFF position for about 10 seconds and then turn it back to the ON position.
31. Observe the airbag warning light in the instrument cluster. It should illuminate for 6-8 seconds and then go out.

**NOTE: If the airbag warning light fails to light or lights and stays on, there is a system malfunction. Refer to the proper Body Diagnostic Procedures manual to diagnose and repair the problem.**

**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<br/>Number</b> | <b>Time<br/>Allowance</b> |
|---|-----------------------------------|---------------------------|
| Check DTC's (Vehicles with a good clockspring and MORE than 70,000 miles)                           | 19-D1-71-81                       | 0.2 hours                 |
| Replace clockspring (Vehicles with LESS than 70,000 miles)  | 19-D1-71-82                       | 0.4 hours                 |
| Check DTC's and replace clockspring (Vehicles with a failed clockspring and MORE than 70,000 miles) | 19-D1-71-83                       | 0.5 hours                 |

Add the cost of the clockspring assembly, 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 required.

**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 – CLOCKSPRING

Dear: (Name)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler has determined that a defect, which relates to motor vehicle safety, exists in some **late-1998-2000 model year Dodge Caravan/Grand Caravan, Plymouth Voyager/Grand Voyager and Chrysler Town & Country minivans.**

**The clockspring assembly that connects steering wheel mounted electrical components to the electrical system on your minivan (VIN: xxxxxxxxxxxxxxxxx) may lose the electrical connection to those components. This could cause the driver's airbag, horn, speed control system and/or steering wheel mounted radio controls (if equipped) to be inoperative. An inoperative driver's airbag will not deploy and can result in increased injury to the driver in a frontal crash.**

You can detect a failed airbag clockspring by checking the AIRBAG warning light on your minivan's instrument panel. The AIRBAG warning light normally illuminates for a few seconds after you start your minivan, and then goes out if the airbag system is functioning properly.

- **A failed clockspring will cause the AIRBAG warning light to either remain on** (beyond the normal few seconds after you start your minivan), **or illuminate intermittently while you are driving.** **If this occurs, contact your dealer immediately to have the airbag system inspected.** If your dealer determines that the clockspring has failed, it will be replaced without charge to you (diagnosis, parts and labor).
- **If your minivan currently has 70,000 miles or LESS,** contact your dealer to have the clockspring assembly replaced **without charge to you** (diagnosis, parts and labor), **even if it appears to be functioning properly.**

When contacting your dealer, ask to have a clockspring held for your minivan or to order one before your appointment. **Remember to bring this letter with you to your dealer.** The work will take less than one hour to complete. However, additional time may be necessary, depending on how dealer appointments are scheduled and processed.

- **If your minivan currently has MORE than 70,000 miles and the AIRBAG light operates normally** (illuminates for a few seconds after you start your minivan, and then goes out), **the clockspring in your vehicle is functioning properly and no further action is necessary at this time.** **If the clockspring assembly fails at any time in the future, regardless of mileage, your dealer will replace it without charge to you** (diagnosis, parts and labor). **Remember to check the AIRBAG warning light to be sure that the airbag system is functioning properly. Keep this letter with your minivan's other owner information for future reference.**

This recall does **NOT** include replacement of **other** airbag system components. If other components cause illumination of the AIRBAG warning light, the associated repair costs are the owner's responsibility.

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 D17 on the postcard.

If you have already experienced a clockspring 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  
Notification Code D17

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