

DAIMLERCHRYSLER

2005 JAN 18 P 4: 53
DEFECTS INVESTIGATION

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

January 14, 2005

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-531

Enclosed are representative copies of communications relating to the 2001 and 2002 model year vehicles involved in the referenced recall. DaimlerChrysler expects to notify dealers during the week of January 24, 2005 and to begin owner notification during the week of January 31, 2005. The exact number of manufactured vehicles in the recall is 238,063.

The involved Vehicle Identification Number range is:

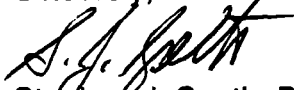
<u>Low</u>	<u>High</u>
1B112046	1B278861
1R287524	1R424301
2B500022	2B743330
2R500050	2R799421

(VIN last eight characters) - 1 = 2001 model year; 2 = 2002 model year; B = St. Louis Assembly Plant South, Fenton Missouri; R = Windsor Assembly Plant, Windsor Ontario Canada 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,



Stephan J. Speth, Director
Vehicle Compliance and Safety Affairs

Enclosure: Recall D48

cc: K. C. DeMeter

January 2005

Dealer Service Instructions for:

Safety Recall D48 – Radio Vent Slots

Models

2001-2002 (RS) Dodge Caravan/Grand Caravan and Chrysler Voyager and Town & Country

NOTE: This recall applies only to the above vehicles equipped with a base radio system (Sales Code RAS) built after April 26, 2001 (MDH 0426XX).

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

Moisture from the air conditioning ducts may enter into the radio on about 238,000 of the above vehicles. This can cause a short circuit and result in a left rear speaker fire.

Repair

Vent slots on the top of the radio must be covered to prevent moisture from entering into the radio.

Parts Information

<u>Part Number</u>	<u>Description</u>
CBRND480	Aluminum Foil Tape Package

Each package contains two (2) pieces of aluminum foil conductive tape.

Each dealer to whom vehicles in the recall were invoiced will receive enough Foil Tape Packages to service about 10% of those vehicles.

Service Procedure

1. Remove the screw access cover from the bottom of the instrument panel center stack bezel (Figure 1).
2. Remove the center bezel attaching screws (Figure 1).
3. Gently pry out on the edge of the instrument panel center bezel using a trim stick (special tool #C-4755 or equivalent). Set the bezel aside leaving the accessory switches connected.
4. Clean the top of the radio assembly with a clean cloth.

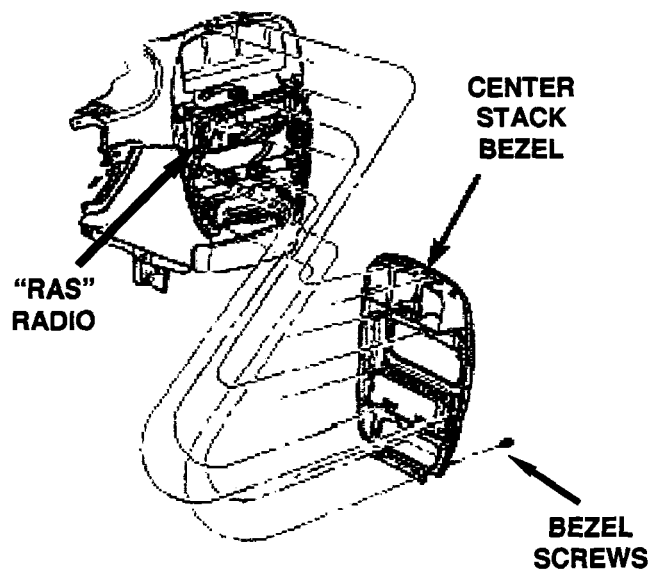
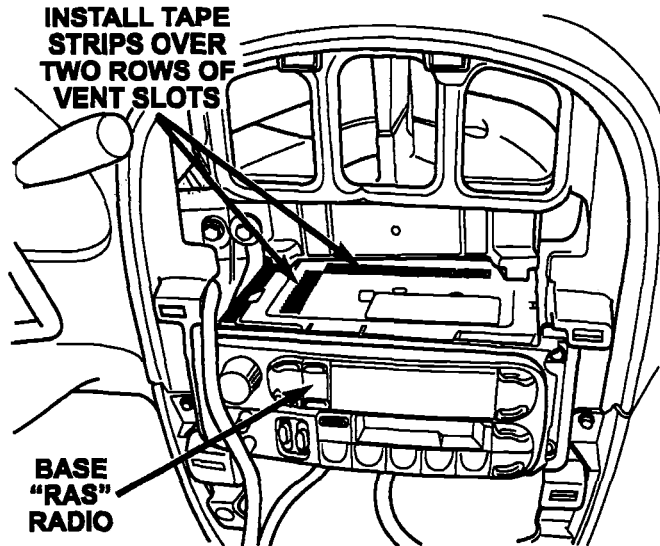


Figure 1

Service Procedure (Continued)

5. Peel the paper backing from the supplied aluminum foil tape strips and apply the tape strips to the top of the radio so that the two rows of vent slots are covered (Figure 2). Be sure that the slots are completely covered and that the tape is sealed around all of the edges.
6. Install the instrument panel center bezel (Figure 1). Install the bezel retaining screws and tighten them securely.
7. Install the screw access cover at the bottom of the center bezel.

**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:

	Labor Operation Number	Time Allowance
Install foil tape over radio vent slots	08-D4-81-82	0.2 hours

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

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

Dealer Notification

All dealers will receive a copy of this dealer recall notification letter by mail. Two additional copies will be sent through the DCMMS. This notification can be viewed on DealerCONNECT by selecting “Global Recall System” on the Service tab, then clicking on the description of this notification or by selecting TechCONNECT and “Search Bulletins/Recalls.”

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.

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.

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 – RADIO VENT SLOTS

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 **2001 and 2002 model year Dodge Caravan/Grand Caravan and Chrysler Voyager and Town & Country minivans equipped with the standard (base) radio system.**

The problem is... Moisture from the air conditioning ducts may enter into the radio on your minivan (VIN: XXXXXXXXXXXXXXXXX). This can cause a short circuit and result in a left rear speaker fire.

What your dealer will do... DaimlerChrysler will repair your minivan free of charge (parts and labor). To do this, your dealer will cover the radio vent slots to prevent moisture intrusion. 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 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 D48 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 D48

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