

DAIMLERCHRYSLER

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DaimlerChrysler Corporation

Stephan J. Speth

Director

Vehicle Compliance & Safety Affairs

April 5, 2005

Ms. Kathleen C. DeMeter
Acting Associate Administrator, Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

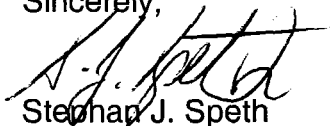
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(11 Pages)

Dear Ms. DeMeter:

Attached is DaimlerChrysler Corporation's (DCC's) Defect Information Report, complying with the requirements of 49 CFR Part 573, Defect and Noncompliance Reports, which contains details of a potential safety related defect in some 2003 model year Chrysler Town & Country and Dodge Grand Caravan vehicles equipped with the power liftgate (PLG) option. The PLG latch may become stuck in an unopened state and may not cinch on the striker during a PLG close cycle. If the operator does not observe the visual and audible indications that the PLG is not closed, the PLG can rise during typical low speed driving maneuvers. There have been no reports of vehicle crash, injury, fatality or any loss of vehicle control due to objects falling from a vehicle associated with this condition.

DCC believes that this condition is one of customer satisfaction and not safety. However, to avoid a prolonged dispute with the agency DCC will conduct a voluntary safety recall to install a new PLG control module on the affected vehicles.

Sincerely,



Stephan J. Speth

Enclosures: Defect Information Report for DaimlerChrysler Corporation Recall E06
Dealer and Owner Notification Letters for Recall E06

cc: Division of Occupational Safety & Health
California Department of Industrial Relations

DEFECT INFORMATION REPORT FOR DAIMLERCHRYSLER RECALL E06

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Submission date: April 5, 2005

Identifying classification of vehicles potentially affected:

Make	Model	Model Year	Inclusive Dates of Manufacture	Vehicle Volume	Other
Chrysler	Town & Country	2003	08/02/2002 – 12/18/2002	70,235	With power liftgate
Dodge	Grand Caravan	2003			

The involved Vehicle Identification Number (VIN) range is:

<u>Low</u>	<u>High</u>
3B100015	3B129046
3R100007	3R232423

VIN last eight characters – 3 = 2003 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 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

Estimated percentage containing defect: Unknown

Description of defect:

The power liftgate (PLG) latch on some 2003 model year vehicles may become stuck in an unopened state. In this state, the latch will not cinch on the striker during a PLG close cycle. If the operator does not observe the visual and audible indications that the PLG is not closed, the PLG can rise during typical low speed driving maneuvers.

The name, address and telephone number of the supplier who manufactured the subject components:

Solectron Invotronics
26525 American Drive
Southfield, MI 48034
248-263-8719

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The following chronology of principal events occurred between July, 2004 and March, 2005 and led to the determination of a defect:

- On July 30, 2004 NHTSA opened Preliminary Evaluation PE04-053 based on allegations of unwanted power liftgate (PLG) opening while driving on the 2003 model year Chrysler Town & Country and Dodge Grand Caravan. This investigation was upgraded to Engineering Analysis EA04-031 on November 22, 2004 and the scope expanded to include all 2001-2003 model year DaimlerChrysler Corporation (DCC) minivans equipped with a PLG.
- Investigation showed that when closed and latched, the PLG cannot and will not open while driving. The PLG system has logic written into the module software which assures no unintended PLG opening or closing can occur while the vehicle is in motion.
- As was shared with NHTSA during the course of this investigation, prior review of this issue by DCC had determined that the event was random, isolated, and detectable. Furthermore, complaint data is likely contaminated by other unrelated conditions such as inadvertent key fob PLG operation.
- Engineering analysis established that a premature signal cancellation from the PLG module to the PLG latch can cause the latch to close prematurely. If this condition occurs during a PLG open cycle, the latch may become stuck in an unopened state. In this state, the PLG latch will not cinch on the striker during a PLG close cycle. If the vehicle operator does not observe the visible and audible indications that the PLG is not closed, the PLG may rise during typical low speed driving maneuvers.
- Manual cycling of a latch in this condition will return the latch to its normal state and allow for closure of the lift gate.
- Investigation determined that the capacitor supplier for the PLG module shipped a number of out of specification capacitors to the module supplier, and these capacitors were built into early 2003 model year PLG modules. Capacitors removed from 2001-2002 model year vehicles were all found to be within specification.
- Investigation also revealed that in December of 2002 the capacitor supplier and value was changed and quality inspections were improved to assure the proper components were utilized.
- An engineering study established that the alleged condition can only occur during rare cases when certain power lift gate modules with out of specification capacitors are paired with certain latch assemblies.
- At the time of response to EA04-031, DCC was aware of 77 customer complaints and 151 field reports that relate, or may relate to this issue. Nearly all of the complaints involve early 2003 model year vehicles built prior to the capacitor change. None of these complaints allege vehicle crash, injury, fatality or any loss of vehicle control due to objects falling from a vehicle.
- A Technical Service Bulletin was issued on January 29, 2005 to ensure that any

DEFECT INFORMATION REPORT FOR DAIMLERCHRYSLER RECALL E06

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intermittent PLG operating conditions are properly diagnosed and repaired.

- This data was presented on March 29, 2005 to the Vehicle Regulations Committee who decided, in order to avoid a prolonged dispute with the Agency and to facilitate customer satisfaction, to conduct a safety recall to replace the power liftgate module on all affected vehicles.

Statement of measures to be taken to correct defect:

DCC will replace the power liftgate module on the affected vehicles with a module built with revised capacitors. DCC will notify dealers on April 19, 2005 and expects to begin owner notification on April 26, 2005.

DCC has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, DCC, as part of the owner letter, will request that customers send original receipt and/or other adequate proof of payment to the company for confirmation of the expense.

April 2005

Dealer Service Instructions for:

Safety Recall E06

Power Liftgate Control Module

Effective immediately, all repairs on involved vehicles are to be performed according to this notification. Technical Service Bulletin (TSB) #08-005-05 is being cancelled.

Models

2003 (RS) Dodge Grand Caravan and Chrysler Town & Country

NOTE: This recall applies only to the above vehicles equipped with a power liftgate (Sales Code "JRC") built through December 19, 2002 (MDH 121900).

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 power liftgate latch on about 70,000 of the above vehicles may not engage the striker, allowing the liftgate to open while driving. In the event of a crash, an unbelted passenger could be ejected from the vehicle.

Repair

A new power liftgate control module must be installed to ensure proper latch function.

Parts Information

<u>Part Number</u>	<u>Description</u>
CCH2E060	Power Liftgate Control Module

Each dealer to whom vehicles in the recall were invoiced will receive enough Power Liftgate Modules to service about 10% of those vehicles.

Service Procedure

1. Disconnect the negative battery cable.
2. Remove the rear header trim cover by disengaging the hidden clips holding the trim cover to the rear header.
3. Remove the liftgate sill plate by disengaging the hidden clips holding the sill plate to the liftgate opening sill.
4. Open the seat belt turning loop cover and remove the third row left seat belt turning loop upper bolt (Figure 1).

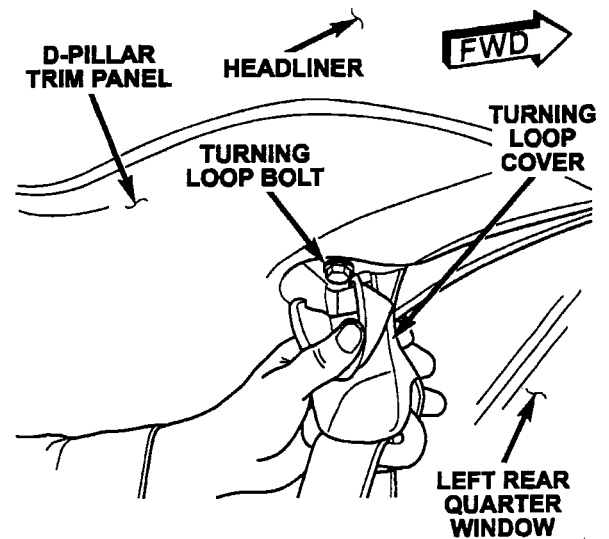


Figure 1

Service Procedure (continued)

5. Remove the power liftgate motor link upper bolt and disengage the motor link from the liftgate (Figure 2).
6. Remove the left D-pillar trim panel by disengaging the hidden clips holding the trim to the D-pillar.

CAUTION: Do not allow any body sealant to contact the carpet or other vehicle components.

7. If equipped, disconnect the speaker wire connector.
8. Disconnect the wire harness connections from the power liftgate control module (Figure 3).
9. Remove the screw holding the power liftgate control module to the D-pillar.
10. Remove and discard the power liftgate control module from the vehicle.
11. Install the new power liftgate control module on the D-pillar and install the retaining screw. Tighten the screw to 14.5 in-lbs (1.6 N·m).
12. Connect the wire harness connections to the power liftgate control module. Be certain to slide the connector locks to the locked position.
13. Install the D-pillar trim panel to the vehicle and if equipped, connect the speaker wire.

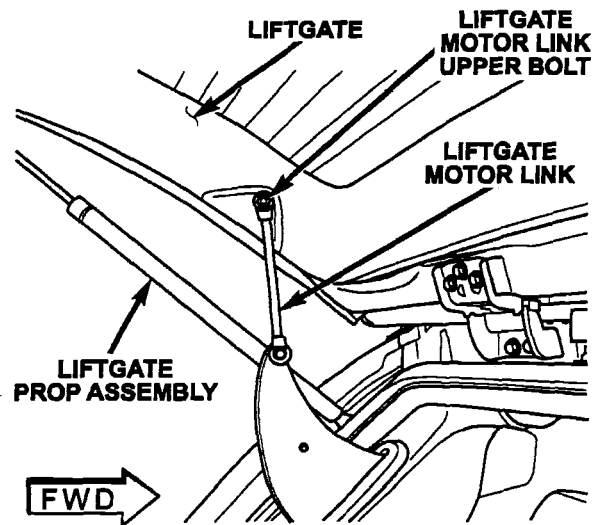


Figure 2

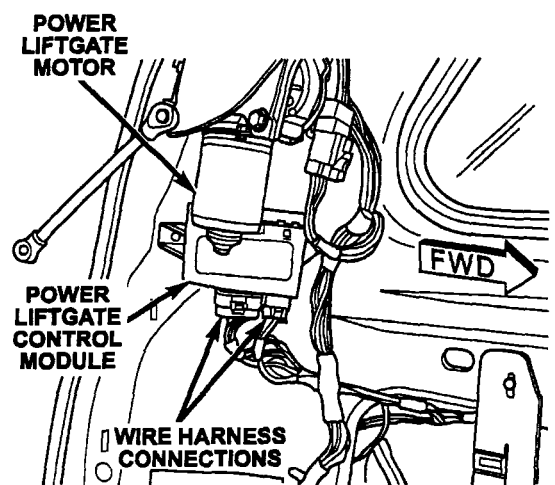


Figure 3

Service Procedure (continued)

14. Attach the upper end of the power liftgate motor link to the liftgate. Tighten the bolt to 252 in-lbs (28 N·m).
15. Align the turning loop mounting bracket anti-rotation flange with the slot in the D-pillar and install the third row seat belt turning loop to the D-pillar. Tighten the bolt to 29 ft-lbs (39 N·m) (Figure 4).

CAUTION: Verify that the seatbelt webbing is not twisted.

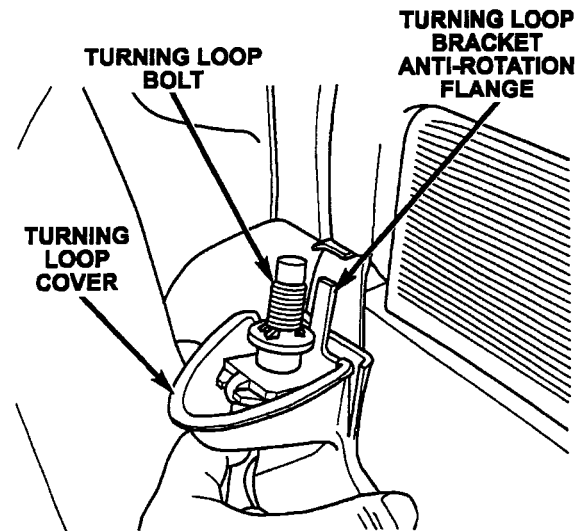


Figure 4

16. Install the liftgate sill plate.
17. Install the rear header trim cover.
18. Connect the negative battery cable.

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

19. Using an appropriate scan tool, check and erase any power liftgate control module diagnostic trouble codes.
20. Verify the power liftgate system operation. Cycle the power liftgate through one complete open and close cycle. This will allow the power liftgate control module to relearn its cycle.
21. Return the vehicle to the customer.

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:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Replace Power Liftgate Module	08-E0-61-82	0.4 hours

Add the cost of the recall part 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. To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, and then click on the description of this notification.

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.

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 – POWER LIFTGATE

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 **2003 model year Dodge Grand Caravan and Chrysler Town & Country minivan equipped with a power liftgate.**

The problem is... The power liftgate latch on your minivan (VIN: xxxxxxxxxxxxxxxxx) may not engage the striker, allowing the liftgate to open while driving. In the event of a crash, an unbelted passenger could be ejected from the vehicle.

What your dealer will do... DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the power lift gate control module on your vehicle. 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 vehicle 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 E06 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 E06

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