

Dealer Service Instructions for:

## **Safety Recall F46**

### **Right Outside Mirror Glass**

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#### **Models**

**2006 (D1) Dodge Ram Mega-Cab Pick Up Truck (3500 Series)**

*NOTE: This recall applies only to the above vehicles equipped with dual rear wheels (sales code DRX) and either manual outside mirrors (sales code GPU) or power outside mirrors (sales code GTS).*

**2007 (D1) Dodge Ram Pick Up Truck (3500 Series)**

*NOTE: This recall applies only to the above vehicles equipped with either manual outside mirrors (sales code GPU) or power outside mirrors (sales code GTS) built through September 7, 2006 (MDH 090719).*

***IMPORTANT: Many of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this recall.***

**IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to 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 right outside rear view mirror on about 300 of the above vehicles has a curved (convex) mirror glass installed instead of a flat glass. Curved glass creates a wider view, but displays images further away than they actually are. As a result, drivers of large vehicles may have difficulty judging distance relationships, which could cause a crash without prior warning. Accordingly, these vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 111 – Rear View Mirrors.

#### **Repair**

The right outside convex mirror glass must be replaced with a flat mirror glass.

**Parts Information****A. Mirror Glass (Power Mirror)**

<u>Part Number</u>	<u>Description</u>
68003588AA	Mirror Glass

Each dealer to whom vehicles in the recall were assigned will receive enough mirror glass to service about 100% of those vehicles.

**B. Mirror Glass (Manual Mirror)**

<u>Part Number</u>	<u>Description</u>
68003586AA	Mirror Glass

Each dealer to whom vehicles in the recall were assigned will receive enough mirror glass to service about 100% of those vehicles.

**Service Procedure**

1. Position the glass in the mirror as shown in Figure 1 to access the two outboard mirror housing cover retainer clips.

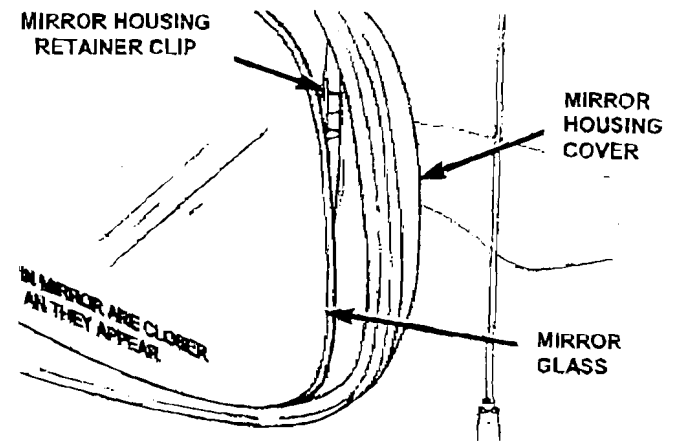


Figure 1

2. Using a plastic trim stick, disengage the three mirror housing retainer clips (start with the two outboard clips) and remove the housing cover (Figure 2).

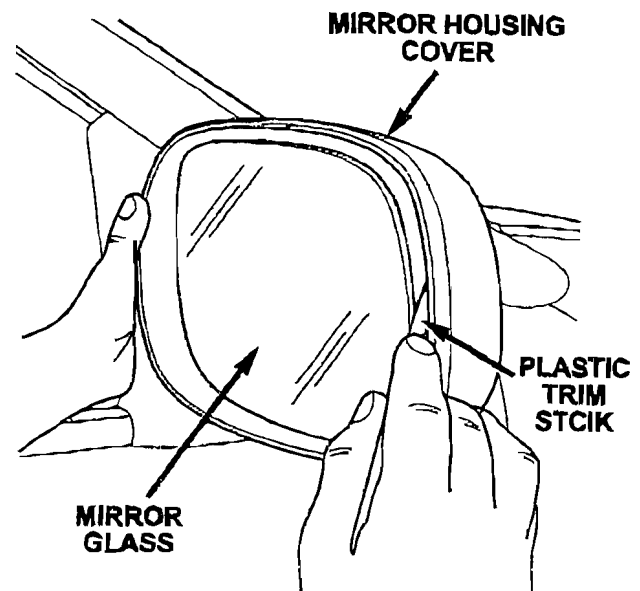


Figure 2

**Service Procedure**

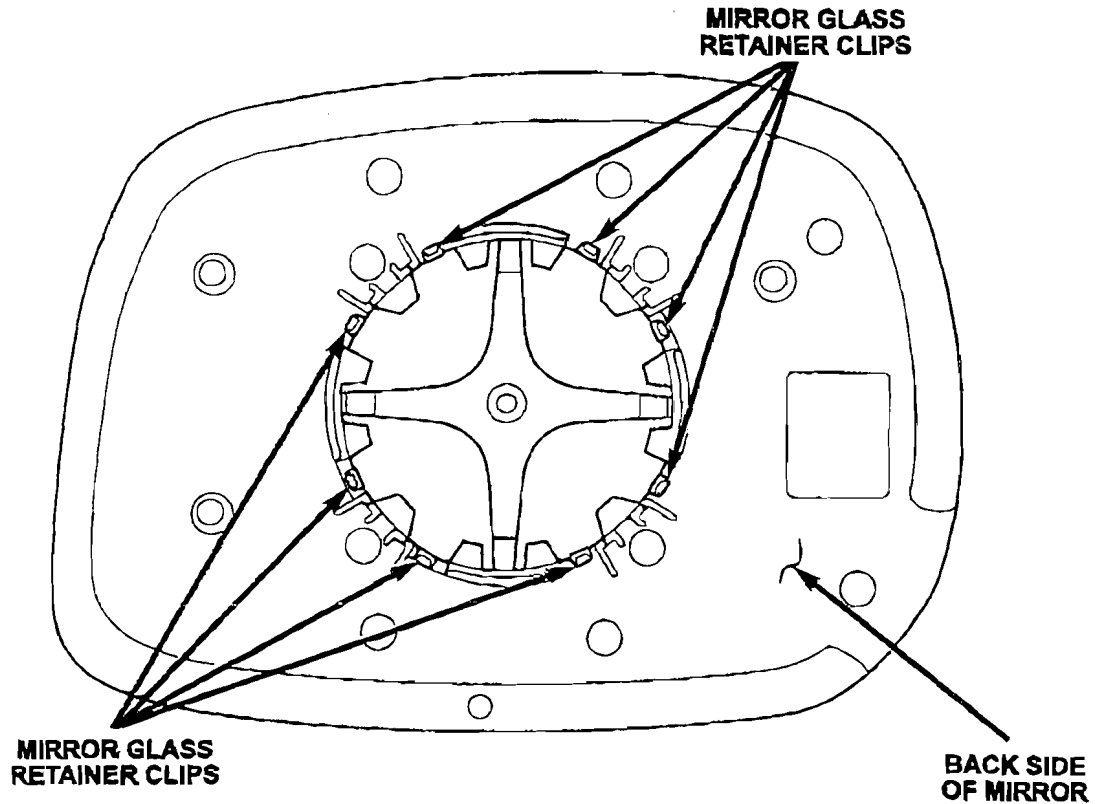


Figure 3

3. Disengage the mirror glass retainer clips from the mirror motor and remove the glass from the motor (Figure 3).
4. Vehicles with heated mirrors, disconnect the wire harness connectors from the mirror glass.

**NOTE:** When disconnecting the wire harness connectors from the heated mirror glass terminals, mark the location of each connector and its respective terminal for installation reference.

5. Position the mirror housing cover onto the mirror housing and engage the three retainer clips (Figure 4).

**NOTE:** Be sure that all three retaining clips are fully engaged.

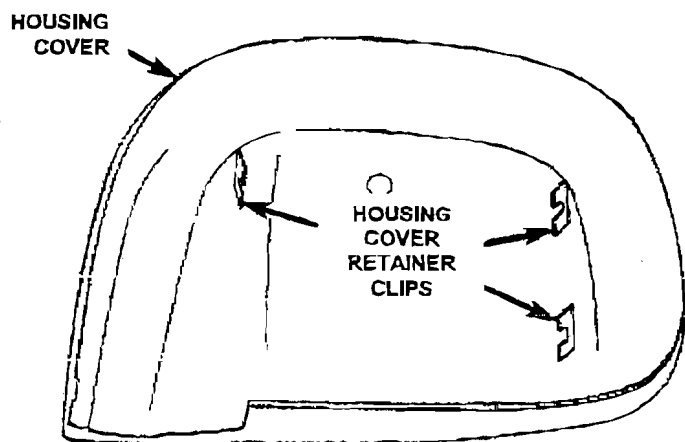


Figure 4

**Service Procedure (Continued)**

- 6. Vehicles with heated mirrors, connect the wire harness connectors to the heated glass mirror terminals.

**NOTE: Connect each heated mirror glass electrical connector to its respective mirror terminal as marked during the removal procedure.**

- 7. Position the mirror glass so that the four alignment holes are over the four feet on the mirror motor and engage the mirror retainer clips to the mirror motor.

**NOTE: Pressure must be applied equally over the center portion of the mirror glass to fully engage the retainer clips.**

- 8. Using Mopar glass cleaner (P/N 04318014AB) or equivalent, clean any finger prints from the new mirror glass and housing.

**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>
Replace right side mirror glass	23-F4-61-82	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 three copies of this dealer recall notification letter by mail. To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, 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

## SAFETY RECALL F46 – RIGHT OUTSIDE MIRROR GLASS

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 some **2006 and 2007 model year Dodge Ram 3500 Series Pick Up trucks** fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 111 – Rear View Mirrors.

***The problem is...***     **The right outside rear view mirror glass on your truck (VIN: xxxxxxxxxxxxxxxxx) has a curved (convex) mirror glass installed instead of flat glass. Curved glass creates a wider view, but displays images further away than they actually are. As a result, drivers of large vehicles may have difficulty judging distance relationships, which could cause a crash without prior warning.**

***What your dealer will do...***     **DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the right outside mirror glass. The work will take less than 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 attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle.

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 4639 Oak Ridge, TN 37831, Attention: Reimbursement.

If your dealer fails or is unable to remedy this noncompliance 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 Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

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 F46

*Buckle up  
for Safety!*

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