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## DaimlerChrysler

2007 MAR 12

RECALL MANAGEMENT DIVISION

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

March 6, 2007

Mr. Daniel Smith Associate Administrator of Enforcement, Office of Vehicle Safety National Highway Traffic Safety Administration 400 Seventh Street, S.W. Washington, D.C. 20590 07V-093 (11 pages)

Dear Mr. Smith:

Attached is DaimlerChrysler Corporation's (DCC's) Noncompliance Report, complying with the requirements of 49 CFR Part 573, Defect and Noncompliance Reports, which affects a small number of 2007 model year Dodge Ram 2500 4x4 diesel pickup trucks. The Certification Label, Tire and Loading Information Label and Supplemental Tire Pressure Information Label contain incorrect front tire inflation pressure information. DCC will conduct a safety recall to provide corrected labels for all affected vehicles.

Sincerely,

Stephan J. Speth

Enclosures: Noncompliance Information Report for DaimlerChrysler Corporation Recall G10

Dealer and Owner Notification letters for DaimierChrysler Corporation Recall G10

cc: C.H. Harris, NHTSA

Division of Occupational Safety & Health California Department of Industrial Relations

# NONCOMPLIANCE INFORMATION REPORT FOR DAIMLERCHRYSLER CORPORATION RECALL G10

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Submission date: March 6, 2007

#### Identifying classification of vehicles potentially affected:

Make	Model	Model Year	Inclusive Dates of	Vehicle	Other
			Manufacture	Volume	
Dodge	Ram	2007	11/27/06 through	3,282	2500 4x4 with
	Pickup Truck		12/22/06	_	diesel engine only

Estimated percentage containing defect: 100%

The involved Vehicle Identification Number range is:

<u>Low</u> <u>High</u> 7G758297 7G766312 7J565996 7J577110

(VIN last eight characters) – 7 = 2007 model year; G = Saltillo Assembly Plant, Saltillo, Mexico or J = St. Louis Assembly Plant, St. Louis, Missouri; and last six digits = sequential number.

DCC cautions 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.

#### **Description of Noncompliance:**

The Certification Label, Tire and Loading Information Label and Supplemental Tire Pressure Information Label contain incorrect tire inflation pressure information.

# The following chronology of principal events occurred in February of 2007 and led to the determination of a noncompliance:

- In February of 2007, it was observed that the Certification Label, Tire and Loading Information Label and Supplemental Tire Pressure Information Label for the 2007 model year Dodge Ram 2500 (DH) 4x4 diesel pickup truck might contain incorrect tire inflation pressure information.
- Investigation determined that the 2007 model year DH diesel was launched with front Gross Axle Weight Rating (GAWR) tire pressure requirements of 60psi for the 4x4 and 50psi for the 4x2.
- A change was made in November of 2006 to change the 4x2 vehicles inflation pressure to 45psi (light load) and 50psi (heavy load) for the front tires. However, the change incorrectly applied the 4x2 heavy load front tire pressure to the 4x4 vehicles.
- When this issue was discovered in February of 2007, a change was made to 60psi for the 4x4

## NONCOMPLIANCE INFORMATION REPORT FOR DAIMLERCHRYSLER CORPORATION RECALL G10

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- vehicles. It was subsequently determined that the 50psi front tire pressure is insufficient to support the 2007 model year DH 4x4 diesel vehicle front GAWR.
- The vehicle Certification Label, Tire and Loading Information Label, and Supplemental Tire Pressure Label all contain incorrect tire pressure information.
- There are no known customer reports related to this issue.
- This data was presented to the Vehicle Regulations Committee on February 27, 2007 who
  decided to conduct a safety recall.

#### Statement of measures to be taken to correct defect:

DCC will provide a Certification Label overlay, Tire and Loading Information Label overlay and a Supplemental Tire Pressure Information Label with the correct tire inflation pressure for all affected vehicles. DCC plans to implement national notification to dealers and owners the week of March 12, 2007.

## DaimlerChrysler

March 2007

Dealer Service Instructions for:

# Safety Recall G10 Tire Inflation Pressure Labels

## Models

#### 2007 (DH) Dodge Ram 2500 Series 4x4 Pick Up Truck

NOTE: This recall applies only to the above vehicles equipped with LT265/70R17E tires and a 5.9L or 6.7L diesel engine ("C" or "A" in the 8<sup>th</sup> VIN Position) built at the Saltillo or St. Louis South Assembly Plant ("G" or "J" in the 11<sup>th</sup> VIN Position) from November 27, 2006 through December 22, 2006 (MDH 112707 through 122217).

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 Certification label, Tire and Loading Information label, and Supplemental Tire Pressure Information label on about 3,200 of the above vehicles contain incorrect tire inflation pressure information and do not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 120 – Tire Selection and Rims for Motor Vehicles other than Passenger Cars. Improper tire inflation pressure can cause tire failure and result in a crash without warning.

## Repair

Dealers are required to apply a new Certification label overlay, Tire and Loading Information label overlay and Supplemental Tire Pressure Information label onto all involved vehicles in new inventory.

A Certification label overlay, Tire and Loading Information label overlay, and Supplemental Tire Pressure Information label will be mailed to owners known to DaimlerChrysler for the owners to install (or for installation by their dealer if preferred).

## **Parts Information**

Part Number	<b>Description</b>
-------------	--------------------

CBA0G100 Label Package

Each package contains the following components:

Quantity	Description
1	Overlay, Certification Label
1	Overlay, Tire and Loading Information Label
1	Label, Supplemental Tire Pressure Information

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

## **Service Procedure**

- 1. Open the driver's door and locate the Certification label on the driver's door as shown in Figure 1.
- 2. Clean the existing Certification label by wiping it with a household cleaner to remove any dirt, oil residue or grease.
- 3. Remove the Certification label overlay from its paper backing and carefully install it on the Certification label, covering the incorrect tire inflation pressure information (Figure 1). Firmly press and smooth the label to the surface of the Certification label to ensure good adhesion.
- 4. Locate the Supplemental Tire Pressure Information label on the driver's door (Figure 1).
- 5. Clean the existing Supplemental Tire Pressure Information label by wiping it with a household cleaner to remove any dirt, oil residue or grease.
- 6. Remove the Supplemental Tire Pressure Information label from its paper backing and carefully install it over the original label (Figure 1).

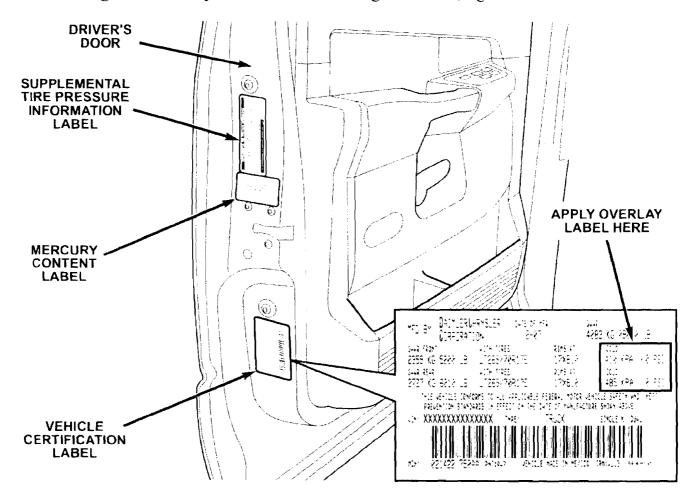


Figure 1

### **Service Procedure**

- 7. Locate the Tire and Loading Information label on the "B" pillar (Figure 2).
- 8. Clean the existing Tire and Loading Information label by wiping it with a household cleaner to remove any dirt, oil residue or grease.
- 9. Remove the Tire and Loading Information label overlay from its paper backing and carefully install it on the original label covering the incorrect tire inflation pressure information (Figure 2).

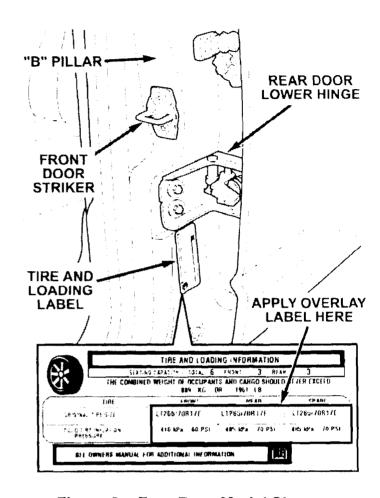


Figure 2 – Four Door Model Shown

## **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	Time	
	<u>Number</u>	<b>Allowance</b>	
Install Certification label overlay,			
Tire and Loading Information overlay			
and Supplemental Tire Pressure			
Information label	23-G1-01-82	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 <u>updated</u> VIN list of <u>their incomplete</u> 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 <u>must</u> perform this repair on all unsold vehicles <u>before</u> 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

#### SAFETY RECALL G10 - TIRE INFLATION PRESSURE LABELS

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 **2007 model year Dodge Ram 2500 Series 4x4 Pick Up truck models** fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 120 – Tire Selection and Rims for Motor Vehicles other than Passenger Cars.

The problem is...

What you must do to ensure your safety...

- We ask that you apply the enclosed Certification label overlay, Tire and Loading Information label overlay, and Supplemental Tire Pressure Information label so that they cover the original incorrect tire inflation pressure as described on the reverse side of this letter.
- If preferred, you may contact your dealer to schedule a service appointment for installation of the labels. The service will be provided free of charge and should only take a few minutes to complete. However, additional time may be necessary depending on service schedules. Bring the enclosed three labels and this letter with you to your dealer. It identifies the required service to the 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. Be sure to print the last eight (8) characters of the VIN (VVVVVVV) and notification code G10 on the postcard.

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 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.

(over)

Buckle up for Safety

Customer Services Field Operations DaimlerChrysler Corporation G10

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

## **Installation Instructions for Tire Pressure Labels**

- 1. Open the driver's door and locate the Certification label on the driver's door as shown in Figure 1.
- 2. Clean the existing Certification label by wiping it with a household cleaner to remove any dirt, oil residue or grease.
- 3. Remove the enclosed Certification label overlay from its paper backing and carefully install it on the Certification label, covering the incorrect tire inflation pressure information (Figure 1). Firmly press and smooth the label to the surface of the Certification label to ensure good adhesion.
- 4. Locate the Supplemental Tire Pressure Information label on the driver's door (Figure 1).
- 5. Clean the existing Supplemental Tire Pressure Information label by wiping it with a household cleaner to remove any dirt, oil residue or grease.
- 6. Remove the enclosed Supplemental Tire Pressure Information label from its paper backing and carefully install it over the original label (Figure 1).
- 7. Locate the Tire and Loading Information label on the "B" pillar (Figure 2).
- 8. Clean the existing Tire and Loading Information label by wiping it with a household cleaner to remove any dirt, oil residue or grease.
- 9. Remove the enclosed Tire and Loading Information label overlay from its paper backing and carefully install it on the original label covering the incorrect tire inflation pressure information (Figure 2).

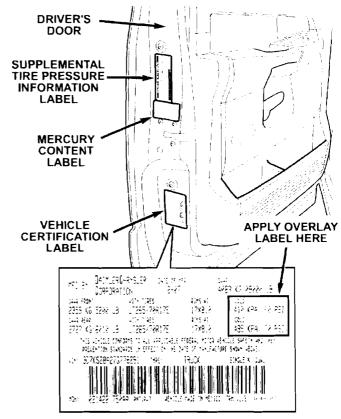


Figure 1

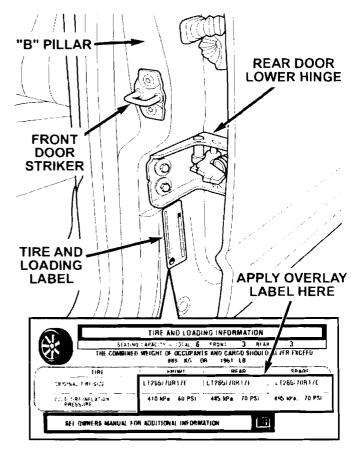


Figure 2 – Four Door Model Shown