

# DAIMLERCHRYSLER

DaimlerChrysler Corporation

Stephan J. Speth

Director

Vehicle Compliance & Safety Affairs

June 19, 2007

Mr. Daniel Smith  
Associate Administrator, Safety Assurance  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20590

Dear Mr. Smith:

Reference: NHTSA Identification Number 07V-192

Enclosed are representative copies of communications relating to the 2005 model year vehicles involved in the referenced Customer Satisfaction Notification as requested. DaimlerChrysler expects to notify dealers during the week of June 25, 2007 and to begin owner notification during the week of July 2, 2007. The exact number of manufactured vehicles in the notification is 263,594.

The involved Vehicle Identification Number range is:

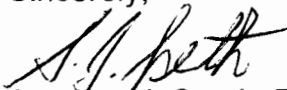
<u>Low</u>	<u>High</u>
5B100002	5B328571
5R100002	5R447401

(VIN last eight characters) - 5 = 2005 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 sequential numbers included in the notification. This range cannot be used to determine conclusively that a vehicle is involved in the notification because most vehicles with a VIN within the range are not affected by the notification.**

This completes DaimlerChrysler's package of information for this Customer Satisfaction Notification.

Sincerely,



Stephan J. Speth, Director  
Vehicle Compliance and Safety Affairs

Enclosure: Dealer and Owner Letter for Customer Satisfaction Notification G09

cc: K.C. DeMeter

Dealer Service Instructions for:

## **Customer Satisfaction Notification 609 Supplemental Front Airbag Sensors**

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### **Models**

2005 (RS) Dodge Caravan, Grand Caravan and Chrysler Town & Country

*NOTE: This notification applies only to the above vehicles built at the Windsor Assembly plant ("R" in the 11<sup>th</sup> VIN position) through February 3, 2005 (MDH 020323) and the St. Louis Assembly plant ("B" in the 11<sup>th</sup> VIN position) through January 19, 2005 (MDH 011923).*

*IMPORTANT: Many of the vehicles within the above build period have already been repaired according to our warranty records, and therefore, have been excluded from this notification. Only the above vehicles originally sold or currently registered in certain states are involved. See the "Owner Notification and Service Scheduling" section for a list of states involved in this notification.*

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

### **Subject**

The supplemental front airbag sensors on about 263,000 of the above vehicles may crack under certain conditions and allow water to enter into the sensor. These sensors were added to enhance the performance of the vehicle's airbag system; however, a cracked sensor may not operate properly in a frontal crash. A cracked sensor can also illuminate the airbag warning light.

### **Repair**

The right and left supplemental front airbag sensors must be replaced and the sensor harness connectors must be inspected and replaced, if necessary.

**Parts Information**

**Part Number      Description**  
**CBX2G091      Supplemental Front Airbag Sensor Package**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
2	Sensor, Supplemental Front Airbag
4	Washer, M8
4	Bolt, M6
4	Bolt, M7 self tapping

**Each dealer** to whom vehicles in this notification were assigned will receive enough Supplemental Front Airbag Sensor packages to service about 50% of those vehicles.

**Part Number      Description**  
**J8126688      Dielectric Grease (Each tube will service about 150 sensors)**

**NOTE: Due to the likelihood that the required dielectric grease is already in your parts inventory, no dielectric grease will be distributed initially. Additional quantities may be ordered as needed.**

**Part Number      Description**  
**CBX2G092      Harness Connector Splice Package**

Each kit contains the following components:

<u>Quantity</u>	<u>Description</u>
2	Splice band
1	Connector, harness
2	Heat shrink tube

**NOTE: The harness connector parts package is only required for vehicles found with corrosion in the sensor connector.**

**Parts Information (Continued)**

**Part Number      Description**  
**CBX2G093      Riv-nut Package**

Each kit contains the following components:

<u>Quantity</u>	<u>Description</u>
4	M6 Riv-nut
1	M6 Bolt (used as an installation tool)
1	M6 Nut with washer (used as an installation tool)

**NOTE: The riv-nut package is only required if the riv-nut(s) on the vehicle spin due to corrosion.**

**Special Tools**

**The following special tools may be required to perform this repair:**

- NPN                                      TechCONNECT PC or equivalent
- CH2002                                  General Purpose Interface Bus Cable Assembly
- CH6000A                                Scan Tool (DRBIII®)
- CH7000A/J1962                        Cable with red DRBIII connector
- NPN                                      TechCONNECT Workstation
- 10042\*                                  Wire splice crimp tool

**\* NOTE: One wire splice crimp tool was mailed to each Chrysler/Jeep/Dodge dealer free of charge in June, 2007. For warranty issues regarding the wire splice crimping tool sent in June, contact Wright Tool Company at 1-800-783-9826. Additional wire splice crimp tools can be purchased, at dealer expense, by calling Miller Special Tools at 1-800-801-5420 during regular business hours. Contact Miller Special Tools regarding warranty issues on any purchased tools.**

**Service Procedure**

**A. Supplemental Front Airbag Sensor Replacement**

1. Lower the driver's window completely.
2. Open the hood.
3. Disconnect the negative battery cable.

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

4. Raise the vehicle on a suitable hoist.

**Service Procedure (Continued)**

5. Disconnect the harness connector to the right and left supplemental front airbag sensor (Figure 1).
6. Remove the right and left supplemental front airbag sensors and discard the bolts and sensors.

**NOTE:** There are two types of bolts used to fasten the sensors to the radiator crossmember; an M7 self tapping bolt or an M6 bolt used with a riv-nut. If the bolt spins freely and cannot be removed, the sensor's riv-nut has broken loose. Continue with Step 7 to install a new riv-nut (PN CBX2G093). If there was no problem when removing the sensors, continue with Step 8.

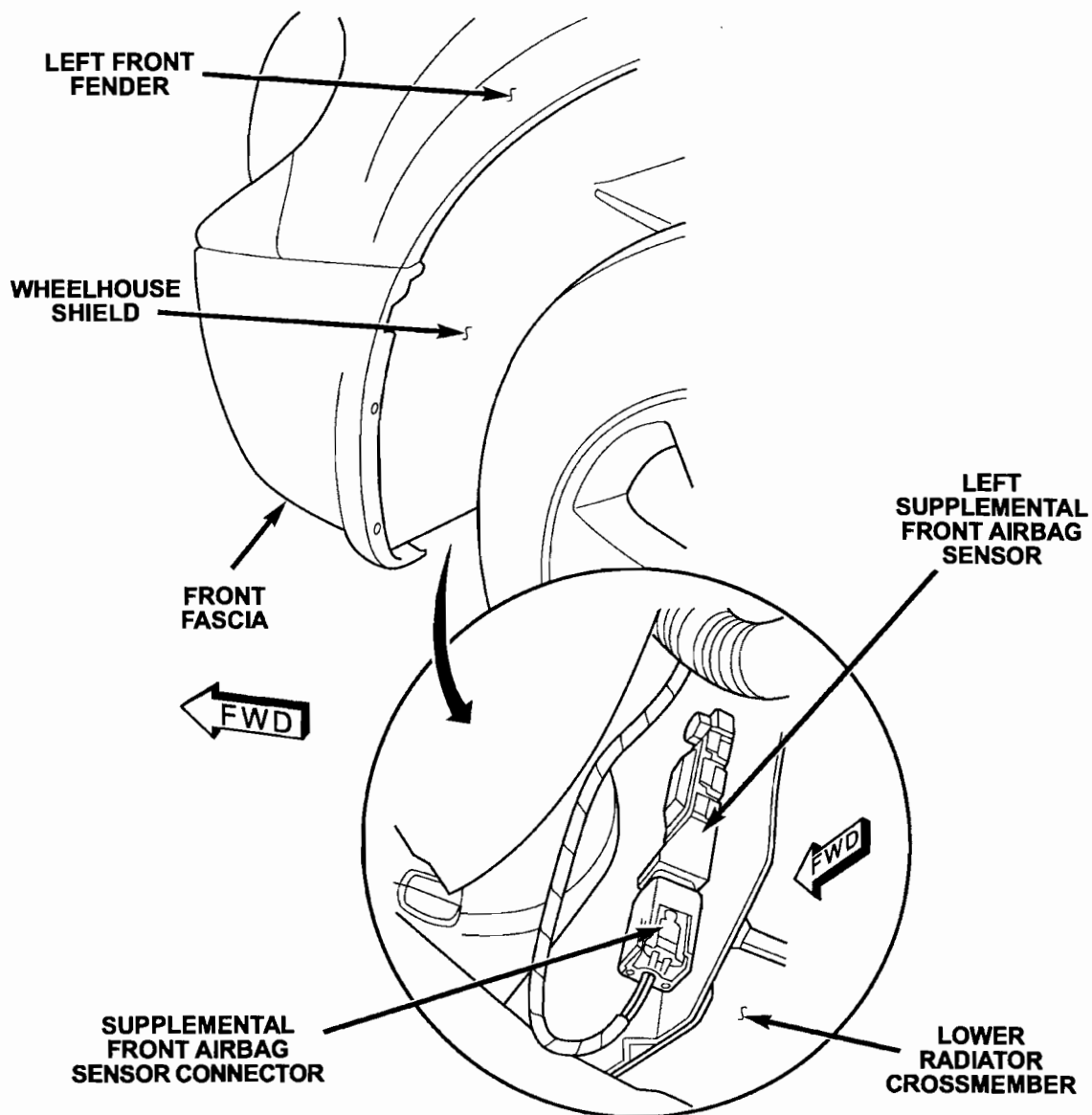


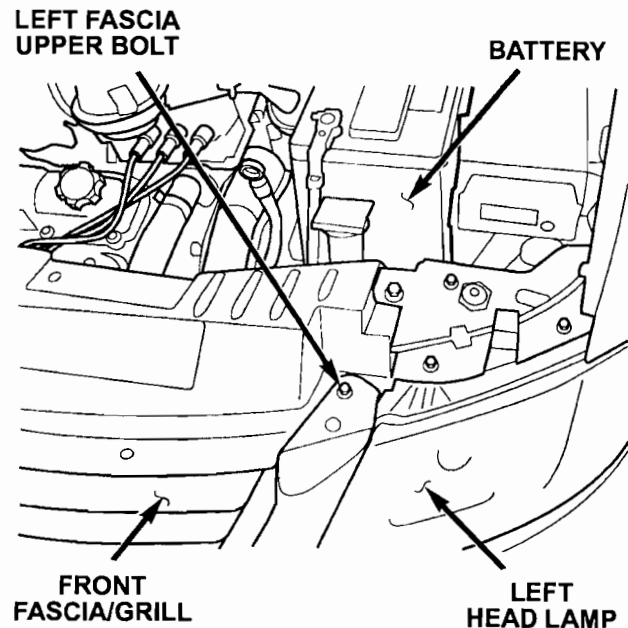
Figure 1 – Left Side Shown

**Service Procedure (Continued)**

7. Replaced a spun riv-nut as follows:

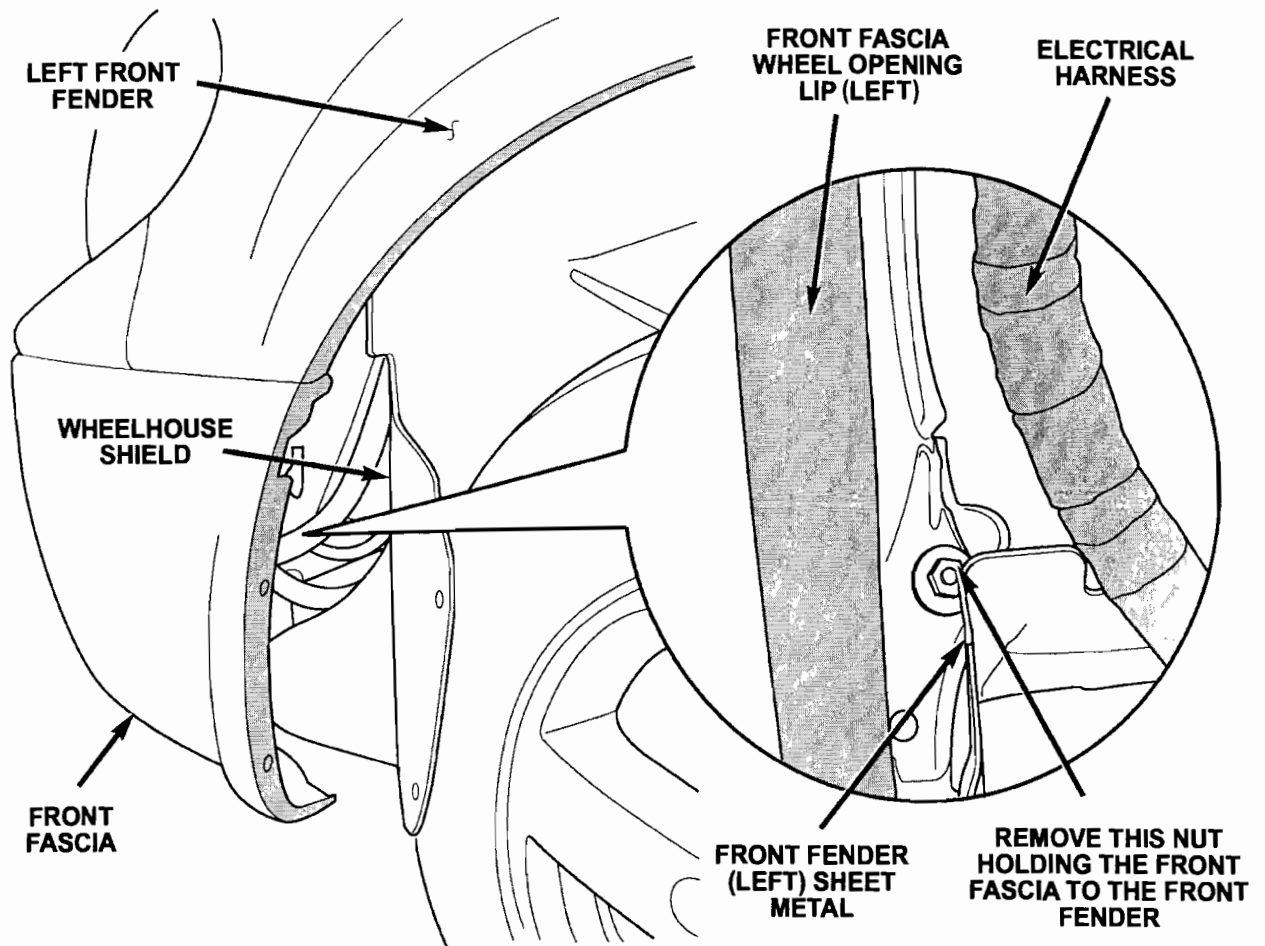
**NOTE:** The following procedure is applicable for vehicle built at the Windsor Assembly Plant after May 24, 2004 or the St. Louis Assembly Plant after June 28, 2004. *Very few vehicles are expected to require riv-nut replacement.*

- a. **For vehicles with fog lamps,** disconnect the electrical harness connector to the left and right fog lamps.
- b. Remove the two screws that secure the left and right wheelhouse splash shield to the front fascia.
- c. Carefully separate the lower air dam plastic push retainers from the lower radiator crossmember.
- d. Partially lower the vehicle.
- e. Remove the right and left fascia upper bolts from the upper radiator crossmember (Figure 2).



**Figure 2 – Left Side Shown**

**Service Procedure (Continued)**



**Figure 3 – Left Side Shown**

f. Pull the wheelhouse shield back from the front fascia and remove the right and left horizontal nuts holding the front fascia to the front lip of the fender (Figure 3)

g. Remove the two vertical screws holding the front fascia to the front fender.

h. Carefully remove the front fascia and set it aside.

**CAUTION: Be careful not to scratch the painted surfaces of the front fascia and the front fenders.**

i. Break the supplemental front airbag sensor apart using a suitable tool. Remove broken airbag sensor pieces from the vehicle and discard.

j. Using a cut-off wheel, cut off the head of the airbag sensor mounting bolt.



**Service Procedure (Continued)**

- k. Remove and discard the supplemental front airbag sensor bushing.
- l. Using a hammer, carefully drive the bolt and the riv-nut into the lower radiator crossmember.

**CAUTION: Do not distort the structural sheet metal surface where the riv-nut is attached.**

- m. Remove the old riv-nut through the access hole of the lower radiator crossmember using a magnetic tool.

**NOTE: Be sure to completely remove the riv-nut from the lower radiator crossmember.**

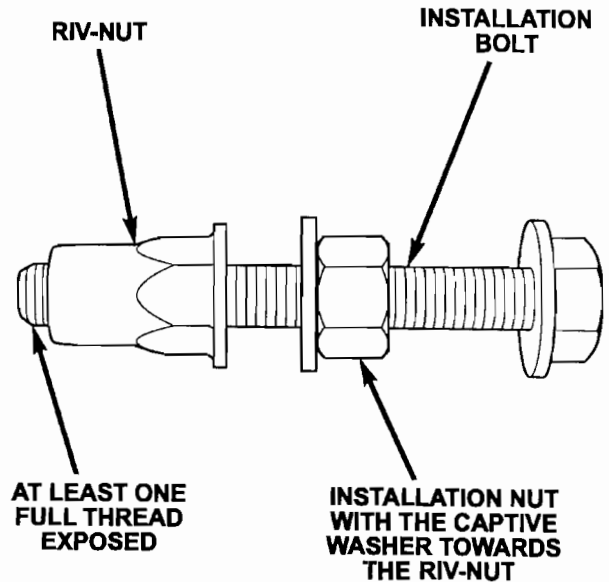


Figure 4

- n. Pre-assemble the new riv-nut by installing the M6 nut and the riv-nut onto the M6 bolt as shown in Figure 4.
- o. Insert the riv-nut-bolt/nut assembly into the body sheet metal hole.
- p. Using a 10mm crows foot, tighten the installation nut to 80 in. lbs. (9 N·m) while holding the head of the installation bolt stationary (Figure 5).

- q. Loosen the installation nut and remove the installation bolt and nut from the riv-nut.
- r. Repeat Steps 7i through 7q for each airbag sensor mounting riv-nut that has broken loose (spins freely).

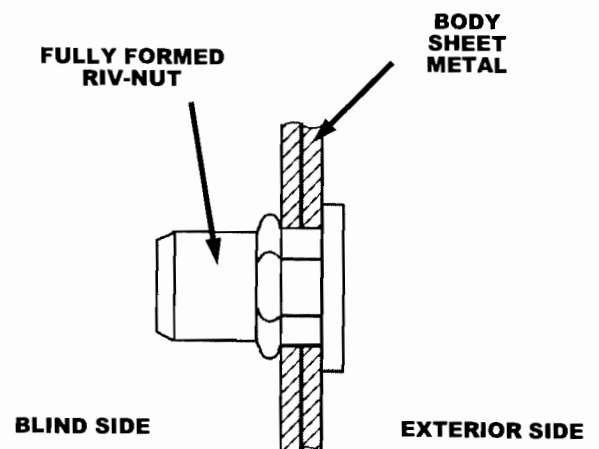


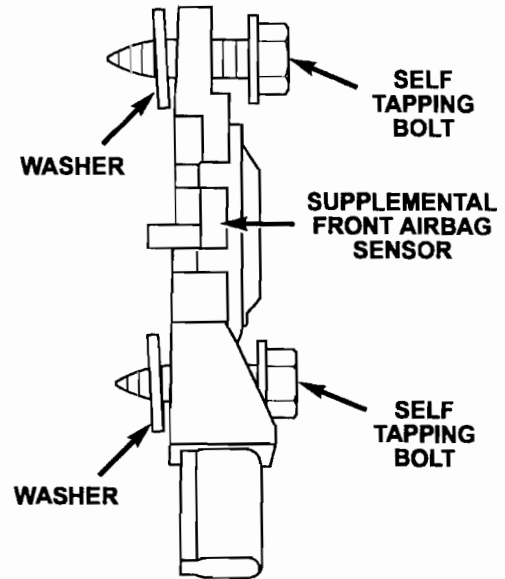
Figure 5

**Service Procedure (Continued)**

- s. Clean the supplemental front airbag sensor mounting surface for both sensors.
- t. Install the new supplemental front airbag sensors using the appropriate fasteners included in the Supplemental Front Airbag Sensor Package CBX2G091:

➤ **For sensors fastened with self tapping bolts:**

- a. Pre-assemble both supplemental front airbag sensors, bolts, and washers as shown in Figure 6.
- b. Position the right and left supplemental front airbag sensor on the vehicle and tighten each self tapping bolt into the mounting hole about five turns to cut new threads for the larger M7 self tapping bolts.
- c. Tightening the self tapping bolts to 60 in. lbs. (7 N·m).



**Figure 6**

- **For sensors fastened with M6 bolts and riv-nuts:**
  - a. Hand-start the new sensor fastening bolts for the right and left supplemental front airbag sensors into the riv-nuts.
  - b. Tighten the sensor fastening bolts to 60 in. lbs. (7 N·m).
- u. Inspect the right and left supplemental front airbag sensor wiring connectors. If there is corrosion (white, green or black) on either terminal of the harness connectors, continue with **Section B – Harness Connector Replacement**.
- v. Position the front fascia onto the vehicle.
- w. Install the right and left upper bolts fascia bolts and tighten to 50 in. lbs. (5 N·m).

**Service Procedure (Continued)**

- x. Install the right and left horizontal nuts that fastens the front fascia to the front lip of the front fender. Tighten the nut to 60 in. lbs. (7 N·m).
  - y. Install and tighten the two vertical screws that secure the front fascia to the front fenders.
  - z. Install the two screws that secure the right and left wheelhouse shield to the front fascia.
  - aa. Using new push pins if necessary, install the air dam to the lower radiator crossmember.
  - ab. **For vehicles with fog lamps**, connect the electrical harness connectors to the fog lamps.
  - ac. Continue with Step 10.
8. Clean the supplemental front airbag sensor mounting surface for both sensors.
9. Install the new supplemental front airbag sensors using the appropriate fasteners included in the Supplemental Front Airbag Sensor Package CBX2G091:
- **For sensors fastened with self tapping bolts:**
    - a. Pre-assemble both supplemental front airbag sensors, bolts, and washers as shown in Figure 6.
    - b. Position the right and left supplemental front airbag sensor on the vehicle and tighten each self tapping bolt into the mounting hole about five turns to cut new threads for the larger M7 self tapping bolts.
    - c. Tightening the self tapping bolts to 60 in. lbs. (7 N·m).
  - **For sensors fastened with M6 bolts and riv-nuts:**
    - a. Hand-start the new sensor fastening bolts for the right and left supplemental front airbag sensors into the riv-nuts.
    - b. Tighten the sensor fastening bolts to 60 in. lbs. (7 N·m).

**Service Procedure (Continued)**

10. Inspect the right and left supplemental front airbag sensor wiring connectors. If there is corrosion (white, green or black) on either terminal of the harness connectors, continue with **Section B – Harness Connector Replacement**.
11. Apply a small amount of dielectric grease (PN J8126688) to the right and left supplemental front airbag sensor harness connector.  
**NOTE: Using your finger, force the dielectric grease into the terminal pins of each supplemental front airbag sensor harness connector.**
12. Connect harness connectors to the right and left supplemental front airbag sensors.
13. Lower the vehicle.
14. Connect the negative battery cable to the battery.
15. Stand next to the vehicle with the driver's door closed. Reach in through the window opening, going behind the steering wheel and turn the ignition key to the "ON" position. Wait 10 seconds:
  - If the airbag warning light is not illuminated the repair has been completed. Return the vehicle to the customer.
  - If the airbag warning light was illuminated due to a supplemental front airbag sensor fault when the vehicle was brought in for this repair, continue with Step 16 to clear the sensor DTC.
16. Turn the ignition key to the "OFF" position and connect the DRBIII to the vehicle.  
**NOTE: The DRBIII must be at software Version 64.0 or later.**
17. Turn the ignition key to the "ON" position.
18. Press the "YES" button when the DRBIII powers up.
19. Select "**DRBIII STANDALONE**" and press "**ENTER**".
20. Select "**1997-2007 DIAGNOSTICS**" and press "**ENTER**".
21. Select "**ALL**" and press "**ENTER**".

**Service Procedure (Continued)**

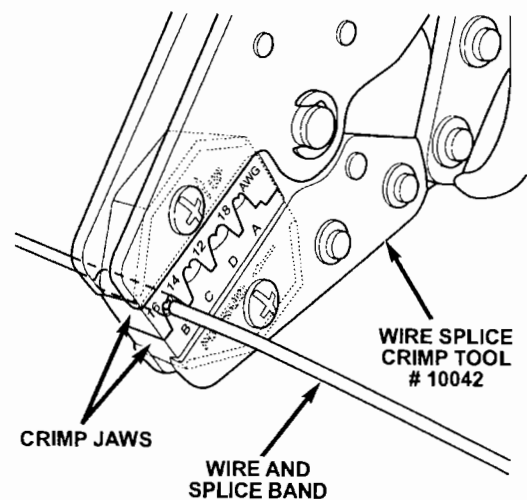
22. Select “PASSIVE RESTRAINT” and press “ENTER”.
23. Select “CLEAR DTCS”.
24. Disconnect and remove the DRBIII from the vehicle.

**B. Airbag Sensor Harness Connector Replacement**

**NOTE: Only those harness connectors that exhibit terminal corrosion, as described in Section A, require replacement.**

1. Cut off 3 inches (75 mm) of the old supplemental front airbag sensor wire harness connector as measured from the end of the sensor connector.
2. Remove about 1 inch (25 mm) of black tape from the sensor wire harness.
3. Remove 1/2 inch (13 mm) of insulation from each wire.
4. Cut the new harness connector wires so that the final length is equal to the old harness.
5. Remove 1/2 inch (13 mm) of insulation from each new harness connector wire.
6. Slide one piece of heat shrink tubing onto each of the harness connector wires.
7. Load and center the brass splice band into cavity “B” of the wire splice crimp tool (#10042) and close the tool just enough to hold the splice band in place.

**CAUTION: The crimp jaw must be installed in the crimp tool frame as shown in Figure 7. The crimp jaw wire gauge numbers must be on the same side. When installing the crimp jaw into the tool frame, orient the upper die with the arrow pointed “up” and the lower die with the arrow pointed forward.**



**Figure 7**

**Service Procedure (Continued)**

8. Match the new harness connector wires to the existing vehicle airbag sensor harness connector wires as follows:

- **For the right (passenger side) supplemental front airbag sensor**, match the new harness connector wire colors to the same color wire on the existing body wire harness.
- **For the left (driver's side) supplemental front airbag sensor**, match the new harness connector wire colors to same **tracer (stripe)** color wire on the existing body wire harness.

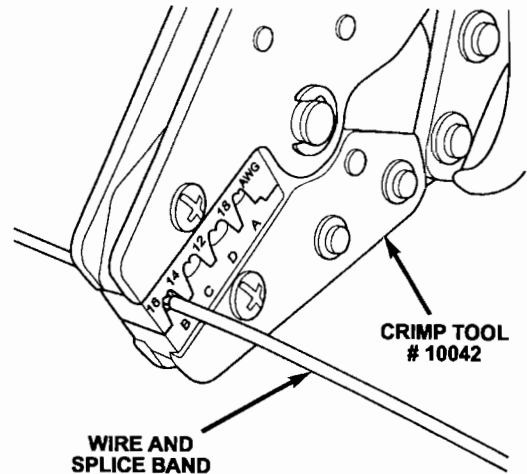


Figure 8

**CAUTION: Ensure that wire color/polarity is correct. Incorrect wire color/polarity will cause illumination of the airbag warning lamp.**

9. Insert the new and existing wire strands (from opposite sides) into the splice band/crimp tool so that they overlap each other inside of the splice band (Figure 8).

10. Crimp the splice band and wires together by squeezing the crimping tool handles. The tool will release once the proper crimping force has been achieved (Figure 8).

11. Solder the connection together using only rosin-core type solder (Figure 9).

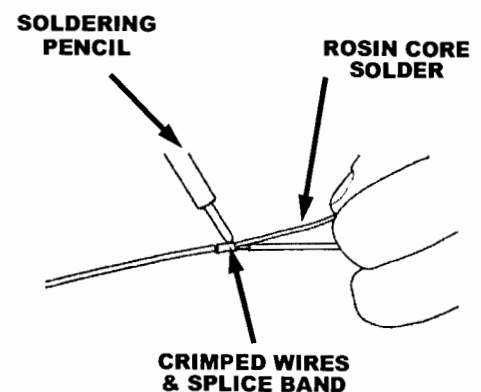


Figure 9

**CAUTION: DO NOT use acid core solder.**

**Service Procedure (Continued)**

12. Center the heat shrink tubing over the joint and heat using a heat gun. Apply heat to the heat shrink tube until the tubing is tightly sealed and sealant comes out of both ends of the tubing (Figure 10).

**CAUTION: Use only the sealant lined heat shrink tube provided. Use of electrical tape or non-sealant lined heat shrink may cause circuit failure.**

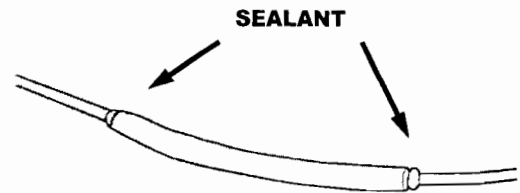


Figure 10

13. Apply a small amount of dielectric grease (PN J8126688) to the right and left supplemental front airbag sensor harness connector.

**NOTE: Using your finger, force the dielectric grease into the terminal pins of each supplemental front airbag sensor harness connector.**

14. Connect harness connectors to the right and left supplemental front airbag sensors.

15. **For vehicles with the front fascia removed:**

- a. Position the front fascia onto the vehicle.
- b. Install the right and left upper fascia bolts and tighten to 50 in. lbs. (5 N·m).
- c. Install the right and left horizontal nuts that fasten the front fascia to the lip of the front fender. Tighten the nuts to 60 in. lbs. (7 N·m).
- d. Install and tighten the two vertical screws that secure the front fascia to the front fenders.
- e. Install the two screws that secure the right and left wheelhouse shield to the front fascia.
- f. Using new push pins if necessary, securing the air dam to the lower radiator crossmember.
- g. **For vehicles with fog lamps,** connect the electrical harness connectors to the right and left fog lamps.

16. Lower the vehicle.

**Service Procedure (Continued)**

17. Connect the negative battery cable to the battery.
18. Stand next to the vehicle with the driver's door closed. Reach in through the window opening, going behind the steering wheel, and turn the ignition key to the "ON" position. Wait 10 seconds:
  - If the airbag warning light is not illuminated, the repair has been completed. Return the vehicle to the customer.
  - If the airbag warning light was illuminated due to a supplemental front airbag sensor fault when the vehicle was brought in for this repair, continue with Step 19 to clear the sensor DTC.
19. Turn the ignition key to the "OFF" position and connect the DRBIII to the vehicle.

**NOTE: The DRBIII must be at software Version 64.0 or later.**
20. Turn the ignition key to the "ON" position.
21. Press the "YES" button when the DRBIII powers up.
22. Select "DRBIII STANDALONE" and press "ENTER".
23. Select "1997-2007 DIAGNOSTICS" and press "ENTER".
24. Select "ALL" and press "ENTER".
25. Select "PASSIVE RESTRAINT" and press "ENTER".
26. Select "CLEAR DTCS".
27. Disconnect and remove the DRBIII from the vehicle.



**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 repair service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	<b><u>Labor Operation Number</u></b>	<b><u>Time Allowance</u></b>
Replace both supplemental front airbag sensors and inspect sensor electrical connectors.	08-G0-91-82	0.4 hours

**Related Operations:**

Replace one riv-nut	08-G0-91-51	0.8 hours
Replace each additional riv-nut	08-G0-91-52	0.3 hours
Replace one harness connector	08-G0-91-53	0.3 hours
Replace two harness connector	08-G0-91-54	0.5 hours
Clear Diagnostic Trouble Codes	08-G0-91-55	0.1 hours

**NOTE: The related operations for riv-nut replacement above can only be used for vehicles built at the Windsor Assembly plant after May 24, 2004 or the St. Louis Assembly plant after June 28, 2004.**

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

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete 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 mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Attached to each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

*Only vehicles originally sold or currently registered in the following states are involved in this notification.*

<i>Alaska</i>	<i>Massachusetts</i>	<i>Pennsylvania</i>
<i>Connecticut</i>	<i>Michigan</i>	<i>Rhode Island</i>
<i>Delaware</i>	<i>Minnesota</i>	<i>South Dakota</i>
<i>Illinois</i>	<i>Missouri</i>	<i>Utah</i>
<i>Indiana</i>	<i>Nebraska</i>	<i>Vermont</i>
<i>Iowa</i>	<i>New Hampshire</i>	<i>Washington, DC</i>
<i>Kansas</i>	<i>New Jersey</i>	<i>West Virginia</i>
<i>Kentucky</i>	<i>New York</i>	<i>Wisconsin</i>
<i>Maine</i>	<i>North Dakota</i>	
<i>Maryland</i>	<i>Ohio</i>	

*Owners of affected vehicles located in states NOT listed above will be notified separately of a lifetime warranty on the supplemental front airbag sensors.*

**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

## **CUSTOMER SATISFACTION NOTIFICATION G09 SUPPLEMENTAL FRONT AIRBAG SENSORS**

Dear: (Name)

Customer satisfaction is very important to DaimlerChrysler. Accordingly, we are recommending that you bring your **2005 model year minivan** (VIN: xxxxxxxxxxxxxxxxxxxx) to your dealer to receive the following free service.

***The problem is...*** DaimlerChrysler has determined that the supplemental front airbag sensors on your vehicle may crack under certain conditions and allow water to enter into the sensor. These sensors were added to enhance the performance of your airbag system; however, a cracked sensor may not operate properly in a frontal crash. A cracked sensor can also illuminate the airbag warning light.

***What your dealer will do...*** DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace both of the supplemental front airbag sensors. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

***What you must do...*** 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 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.

We're sorry for any inconvenience, but we believe that this service will help to ensure your continuing satisfaction with your vehicle. Thank you for your attention to this important matter.

Customer Services Field Operations  
DaimlerChrysler Corporation  
Notification Code G09

*Buckle up  
for Safety!*