# DaimlerChrysler



DaimlerChrysler Corporation

Stephan J. Speth

Director
Vehicle Compliance & Safety Affairs

October 15, 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-414

Enclosed are representative copies of communications relating to the 2007 and 2008 model year vehicles involved in the referenced recall. Chrysler expects to notify dealers during the week of October 22, 2007 and to begin owner notification during the week of October 29, 2007. The exact number of manufactured vehicles in the recall is 72,136

The involved Vehicle Identification Number range is:

<u>Low</u>	<u>High</u>
7N500273	7N500368
8N503334	8N696794

(VIN last eight characters) - 7 = 2007 model year; 8 = 2008 model year; N = Sterling Heights Assembly Plant, Sterling Heights, Michigan; 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 Chrysler'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: Dealer and Owner Letter for Recall G33

cc: K.C. DeMeter

# DaimlerChrysler

October 2007

Dealer Service Instructions for:

# Safety Recall G33 Front Door Latch Cables

Effective immediately this recall (G33) cancels and supersedes Safety Recall G12 - Front Door Latches. All vehicles involved in Recall G12, whether completed or not, must have recall G33 performed

#### Models

2007 - 2008 (JS) Dodge Avenger and Chrysler Sebring Convertible

NOTE: This recall applies only to the above vehicles built through July 13, 2007 (MDH 071322).

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 front door latch cables on about 72,000 of the above vehicles may become unseated from the interior release handle housing during certain operating conditions. This can cause the door latch to stick in the unlatched position or allow the lock function to become inoperative. Attempting to drive a vehicle with a door in the unlatched position can result in increased risk of injury to an unbelted front seat occupant.

#### Repair

A latch cable retaining clip must be installed on the right and left front door interior release handle housings.

NOTE: Some of the vehicles involved in this recall were involved in Safety Recall G12 - Front Door Latches, which did not fully correct the front door latch system. Effective immediately, Safety Recall G12 is cancelled and the front door latches no longer need to be replaced.

© Copyright 2007, Chrysler LLC, All Rights Reserved

### **Parts Information**

**Part Number Description** 

**CBJ0G330** Latch Cable Retaining Clip Package

Each package contains two (2) latch cable retaining clips.

**Each dealer** to whom vehicles in the recall were assigned will receive enough Latch Cable Retaining Clip Packages to service about 20% of those vehicles.

#### **Service Procedure**

- 1. Place the window in the down position.
- 2. Open the driver's door and remove the side view mirror flag bezel from the door.
- 3. Using a small screwdriver, open the interior door release handle screw cover (Figure 1).
- 4. Remove the interior door release handle retaining screw (Figure 1).
- 5. Using a small screwdriver, remove the door pull cup screw cover (Figure 1).
- 6. Remove the two pull cup retaining screws (Figure 1).
- 7. Separate the door trim panel from the door shell.

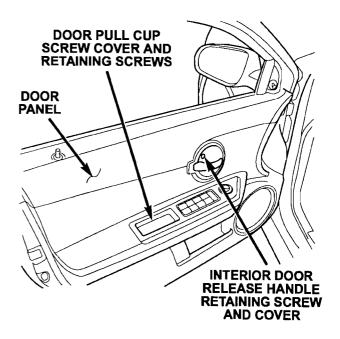


Figure 1

#### **Service Procedure (Continued)**

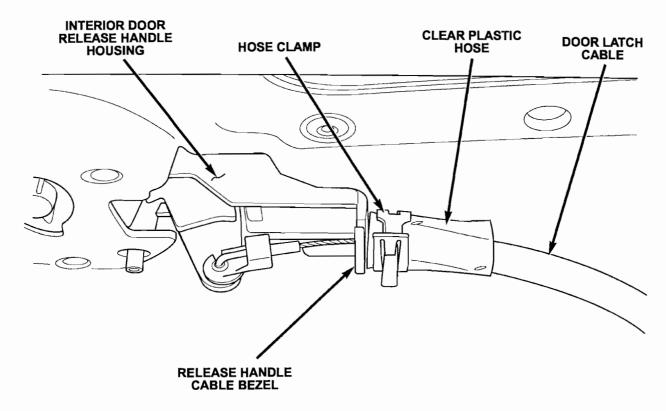


Figure 2 - Viewed from Backside of Door Panel

- 8. Some vehicles may have a clear plastic hose and hose clamp attached to the release handle cable bezel (Figure 2).
  - ➤ If the vehicle <u>does not</u> have a clear plastic hose and hose clamp, continue with Step 9 of this procedure.
  - ➤ If the vehicle <u>has</u> a clear plastic hose and hose clamp perform the following procedure:
    - a. Slide the hose clamp off of the release handle cable bezel.
    - b. Slide the clear plastic hose off of the release handle cable bezel.
    - c. Disconnect the cable end from the interior door release handle arm.
    - d. Remove the cable from the interior door release handle cable bezel.
    - e. Remove and discard the hose clamp and clear plastic hose from the cable.
    - f. Insert the cable into the interior door release handle cable bezel.
    - g. Attach the cable end to the interior door release handle arm.
    - h. Continue with Step 9 of this procedure

### **Service Procedure (Continued)**

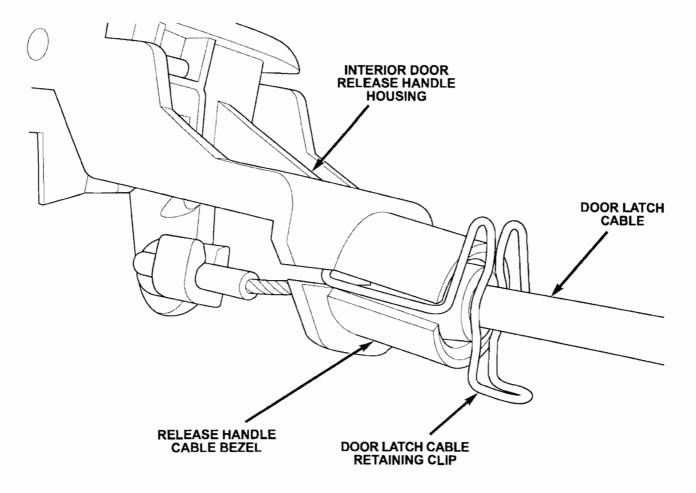


Figure 3

- 9. Install one interior door latch cable retaining clip as shown in Figure 3.
- 10. Verify that the door latch cable is snapped into the cable retainer clip and then install the door trim panel to the door (Figure 4).
- 11. Install the two pull cup retaining screws (Figure 1).
- 12. Install the door pull cup screw cover (Figure 1).
- 13. Install the interior door release handle retaining screw (Figure 1).

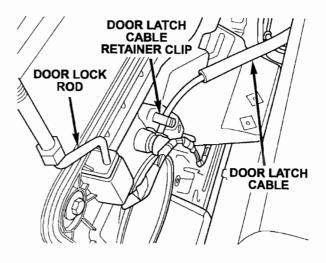


Figure 4

#### **Service Procedure (Continued)**

- 14. Install the interior door release handle screw cover (Figure 1).
- 15. Install the side view mirror flag bezel.
- 16. Repeat Steps 1 through 15 of this procedure on the passenger side front door.

#### **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 Chrysler 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 both latch cable retaining clips	23-G3-31-82	0.3 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 Chrysler 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 Chrysler 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.

## **DAIMLER CHRYSLER**

#### SAFETY RECALL G33 - FRONT DOOR LATCH CABLES

Dear: (Name)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler LLC has decided that a defect, which relates to motor vehicle safety, exists in some 2007 and 2008 model year Chrysler Sebring Convertibles and Dodge Avenger models.

NOTE: Some of the above vehicles were involved in a pervious recall which did not fully correct the front door latch system.

The problem is...

What your dealer will do...

Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will install front door latch cable retaining clips. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

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 Chrysler 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: Chrysler P.O. Box 4639 Oak Ridge, TN 37831, 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, 1200 New Jersey Ave., S.E., 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.

Buckle up for Safety!

Customer Services Field Operations Chrysler LLC Notification Code G33