

# DAIMLERCHRYSLER

DaimlerChrysler Corporation

Stephan J. Speth

Director

Vehicle Compliance & Safety Affairs

October 3, 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-426

Enclosed are representative copies of communications relating to the 2008 model year vehicles involved in the referenced recall. Chrysler expects to notify dealers during the week of October 8, 2007 and to begin owner notification during the week of October 15, 2007. The exact number of manufactured vehicles in the recall is 1,158.

The involved Vehicle Identification Number range is:

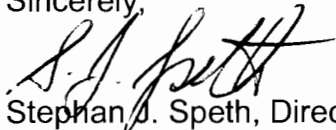
<u>Low</u>	<u>High</u>
8N619531	8N694904

(VIN last eight characters) - 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 G38

cc: K.C. DeMeter



October 2007

Dealer Service Instructions for:

## **Safety Recall G38 Fuel Tank Straps**

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### **Models**

**2008 (JS) Dodge Avenger**

*NOTE: This recall applies only to the above vehicles equipped with All Wheel Drive (AWD) built from April 25, 2007 through July 3, 2007 (MDH 042510 through 070313).*

**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 fuel tank straps on about 1,100 of the above vehicles may have been improperly manufactured and could separate. This can cause the fuel tank to loosen and leak fuel. Fuel leakage in the presence of an ignition source can result in an underbody fire.

### **Repair**

The fuel tank straps must be replaced.

**Parts Information**

<u>Part Number</u>	<u>Description</u>
<b>CBA0G380</b>	<b>Fuel Tank Strap Package</b>

Each package contains two fuel tank straps.

Each dealer to whom vehicles in the recall were assigned will receive enough Fuel Tank Strap Packages to service about 20% of those vehicles.

**Service Procedure**

1. Raise the vehicle on an appropriate hoist.
2. Place a transmission jack under the left side of the fuel tank and support the fuel tank (Figure 1).
3. Remove the left side fuel tank strap mounting bolt and remove the left side fuel tank strap (Figure 1).
4. Discard the old left side fuel tank strap.
5. Install a new left side fuel tank strap.

**CAUTION:** The fuel tank straps must align within strap locating groove on the bottom of the fuel tank (Figure 1).

**NOTE:** Right and left side fuel tank straps are interchangeable.

6. Install the left side fuel tank strap mounting bolt and tighten to 35 ft. lbs. (48 N·m).

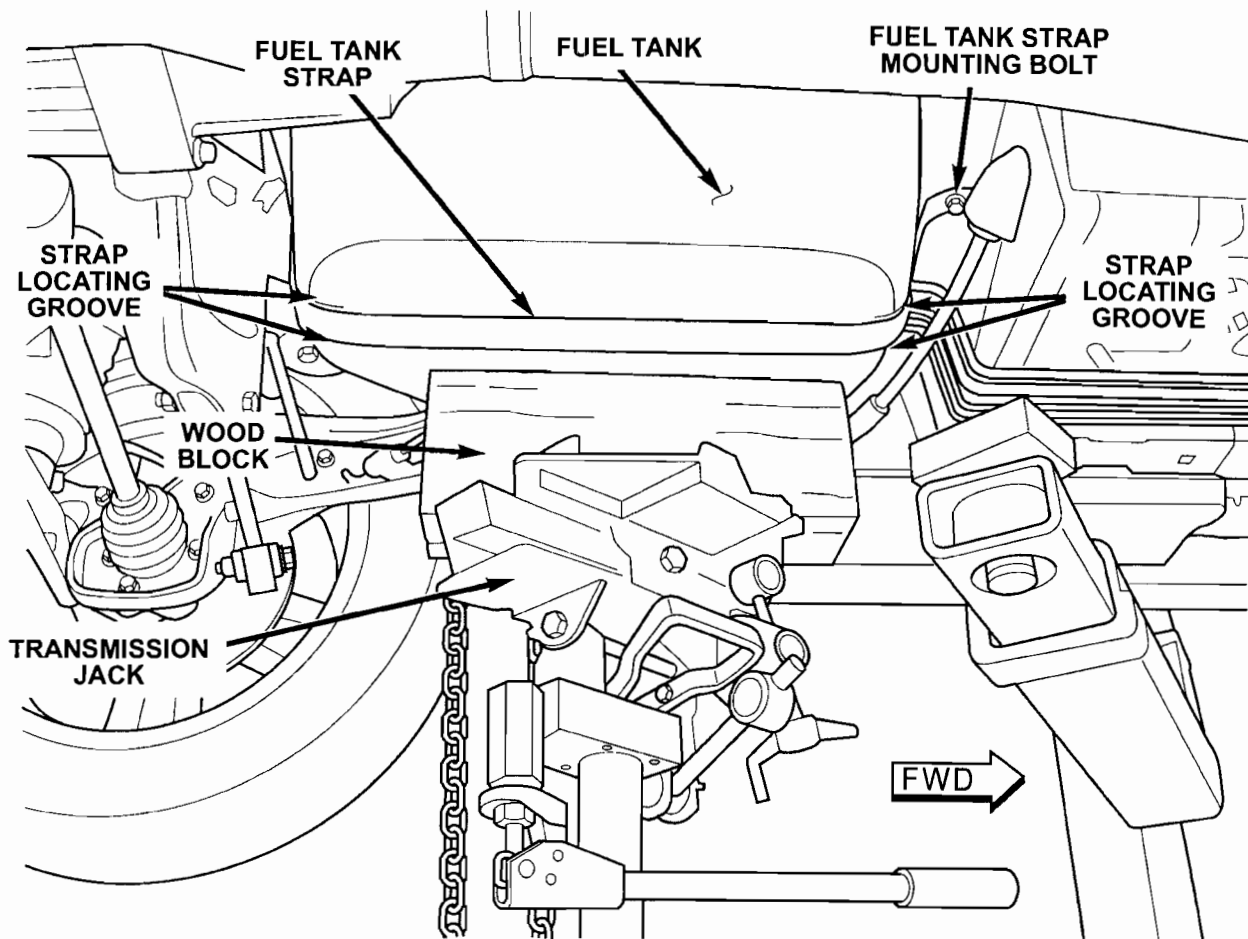


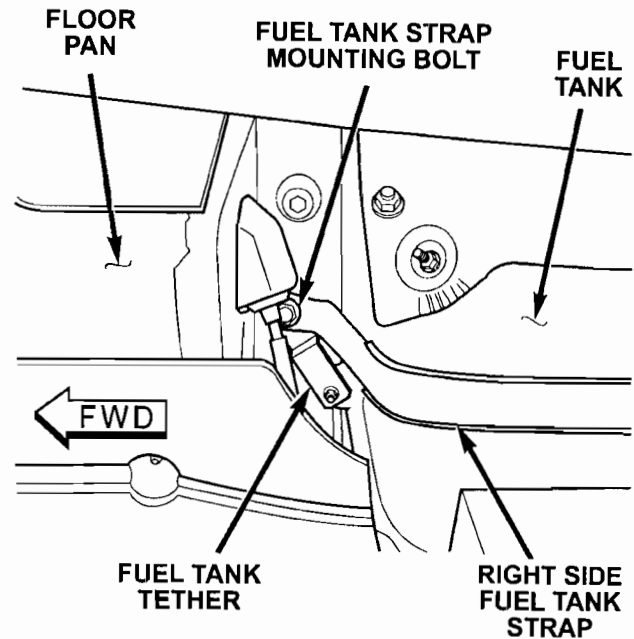
Figure 1 - Left Side Shown

**Service Procedure (Continued)**

7. Move the transmission jack under the right side of the fuel tank and support the fuel tank.

8. Remove the right side fuel tank strap mounting bolt and remove the right side fuel tank strap.

9. Discard the old right side fuel tank strap.



**Figure 2**

10. Install a new right side fuel tank strap.

11. Install the right side fuel tank strap mounting bolt and tighten to 35 ft. lbs. (48 N·m).

**CAUTION: Be sure that the fuel tank tether is between the right side fuel tank strap and the floor pan (Figure 2).**

12. Remove the transmission jack from under the vehicle.

13. Lower 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 Chrysler 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 both fuel tank straps	14-G3-81-82	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.

**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  
Chrysler LLC

# DAIMLERCHRYSLER

## SAFETY RECALL G38 – FUEL TANK STRAPS

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 **2008 model year Dodge Avenger all wheel drive vehicles.**

***The problem is...*** The fuel tank straps on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may have been improperly manufactured and could separate. This can cause the fuel tank to loosen and leak fuel. Fuel leakage in the presence of an ignition source can result in an underbody fire.

***What your dealer will do...*** Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the fuel tank straps. 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.

Customer Services Field Operations  
Chrysler LLC  
Notification Code G38

*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.