

# DAIMLERCHRYSLER

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OFFICE OF  
DEFECTS INVESTIGATION

March 7, 2003

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

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

Dear Mr. Weinstein:

Reference: NHTSA Identification Number 03V-033

Enclosed are representative copies of communications relating to the 2003 model year vehicles involved in the referenced recall. DaimlerChrysler expects to begin owner notification during the week of March 10, 2003. The exact number of manufactured vehicles in the recall is 19,983.

The Involved Vehicle Identification Number range is:

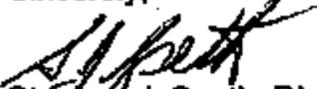
<u>Low</u>	<u>High</u>
3G700002	3G773609
3J500087	3J590235

(VIN last eight characters) - 3 = 2003 model year; G = Saltillo Assembly Plant, Saltillo, Mexico; J = St. Louis Assembly Plant North, Fenton Missouri; 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 DaimlerChrysler'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: Recall #C02

cc: K. C. DeMeter

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March 2003

Dealer Service Instructions for:

## **Safety Recall No. C82**

### **Reprogram Diesel Engine Control Module**

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#### **Models**

**2003 (DR) Dodge 2500 and 3500 Pick Up Truck**

*NOTE: This recall applies only to the above trucks equipped with a 5.9L turbo diesel engine (sales code ETC or ETH), a manual transmission and speed control (sales code NHM) built at the St. Louis Assembly Plant ("J" in the 11<sup>th</sup> VIN Position) through December 24, 2002 (MDH 1224XX) or the Saltillo Assembly Plant ("G" in the 11<sup>th</sup> VIN Position) through December 29, 2002 (MDH 1229XX).*

**IMPORTANT:** Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to stop sale and 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 determined by using the VIP inquiry process.

#### **Subject**

The Engine Control Module (ECM) on about 19,900 of the above trucks may cause an increased engine idle speed after extended speed control usage. This could increase the truck's stopping distance and cause an accident without warning.

#### **Repair**

The ECM must be reprogrammed (flashed).

**CAUTION:** Failure to follow the attached service procedure may result in a no-start condition on vehicles equipped with a Sentry Key Immobilizer Module (SKIM).

### Parts Information

Since the required labels are likely already in dealer inventory, no labels will be distributed initially. Additional Labels may be ordered as necessary to support scheduled repairs.

Each vehicle requires application of the following labels:

<u>Part Number</u>	<u>Description</u>
04669020	Authorized Software Update Label
04275086AB	Authorized Modifications Label

### Service Procedure

The MDS2 (Mopar Diagnostic System) with the DRB III<sup>®</sup> (Diagnostic Readout Box scan tool) operating at CIS CD2127 or higher is required to perform this repair.

#### A. Reprogram the ECM:

1. Open the hood, install a battery charger and verify battery state is above 11.5 volts.
  2. With the ignition switch in the "RUN" position, determine if the vehicle is equipped with a SKIM module by using the DRB III and selecting from the menu screen:
    - a. Select 1. "DRB III Standalone" from Main Menu screen.
    - b. Select 1. "1998 – 2003 Diagnostics" from Standalone Main Menu screen.
    - c. Select 1. "All (Except Below)" from 1998 – 2003 Diagnostics screen.
    - d. Select 8. "System Monitor" from Select System screen.
    - e. Select 3. "J1850 Module Scan" from Select Monitor screen.
- If the vehicle is equipped with SKIM obtain the vehicle PIN (Personal Identification Number) before continuing with step 3. This information is available from the original selling invoice, the Dial System – Function 13, or by contacting the DaimlerChrysler Customer Assistance Center (DCCAC) at 1-800-992-1997.

**WARNING:** Failure to install the SKIM PIN number into the module after flashing the ECM will cause a no-start condition. The flash procedure erases the original PIN number stored in the ECM.

- If the vehicle is not equipped with SKIM then continue with step 3.

**Service Procedure (Continued)**

3. Using the DRB III, page back to the Main Menu and connect the MDS2 to the DRB III, use your service I.D. to log onto the MDS2 and verify **“DRB III Status: Connected”** in the upper right corner of the MDS2.
4. Verify that the VIN displayed on the MDS2 screen is correct. If the VIN is not displayed or is not correct, then manually enter the VIN. Select **“OK”**.
5. Enter the information requested by the **“New Session Setup”** window. Select **“OK”**.
6. Select the **“Flash”** tab.
7. Select **“Read part number from vehicle”**.
8. Select **“Show updates”** on the MDS2, follow the instruction listed on the DRB III.
9. Select **“OK”** for **“Flash update information”**.
10. Select the new BCM calibration to be updated.
11. Select **“Update Controller Software”**.
12. Monitor the **“Status”** window on the MDS2 and follow the instructions.
13. Follow the instructions on the DRB III to complete the calibration download process.
14. Return to Main Menu and select 1. **“DRB III Standalone”**.
15. Select 1. **“1998 – 2003 Diagnostics”**.
16. Select 1. **“All (Except Below)”**.
17. If the vehicle **is equipped** with a SKIM module proceed to Step 18. If the vehicle **is not equipped** with a SKIM module, proceed to Step 24.
18. Select 7. **“Theft Alarm”** in Select System.

**Service Procedure (Continued)**

19. Select 2. "SKIM" in Anti-Theft Systems.
20. Select 9. "Miscellaneous" in Select Function.
21. Select 1. "Cummins ECM Replaced" in Select Miscellaneous Function.
22. Follow the DRB III instructions to proceed.
23. Enter the previously obtained PIN number and follow the instructions to complete PIN entry in DRB III. Verify that the Secret Key and VIN transfer to ECM is successful. ECM calibration is complete, proceed to Step 29.
24. Select 1. "Engine" in Select System.
25. Select 1. "Cummins (ECM/Engine)"
26. On the Select Function screen, proceed to page 2 of 2 and Select 1. "Miscellaneous".
27. On the Select Miscellaneous screen, Select 3. "CM845 Check VIN"
28. Enter in VIN as requested by DRB III.
29. Clear all diagnostic trouble codes from all modules before returning the vehicle to the customer.
30. Disconnect the DRB III from the vehicle, disconnect the battery charger and continue with Section "B – Install Authorized Software Update Label."

**B. Install Authorized Software Update Label:**

Type or print (with a ballpoint pen) the part number, dealer code and date on the Authorized Software Update Label (Figure 1) and attach it to the ECM that is located on the left side of the engine block. Cover the label with the clear plastic portion of the label.

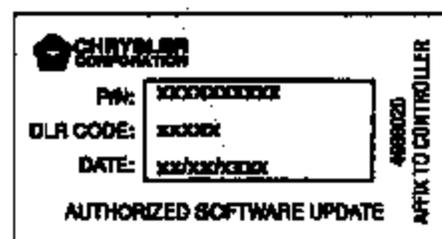
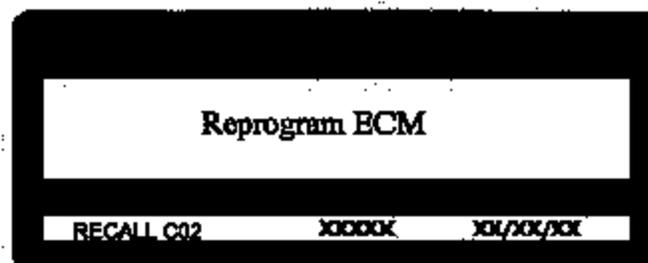


Figure 1

**Service Procedure (Continued)**

**C. Install the Authorized Modifications Label:**

Type or print (with a ballpoint pen) the recall number, dealer code and date on the Authorized Modifications Label (Figure 2). Then attach the label to the upper radiator support crossmember.



**Figure 2**

**Completion Reporting and Reimbursement**

Claims for vehicles which have been serviced must be submitted on the DIAL System. Claims submitted will be used by DaimlerChrysler to record recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
ECM Update Previously Performed	08-C0-21-81	0.2 hours
Reprogram ECM (without SKIM)	08-C0-21-82	0.5 hours
Reprogram ECM (with SKIM)	08-C0-21-83	0.6 hours

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

**Parts Return**

Not Applicable

**Dealer Notification and Vehicle List**

All dealers will receive a copy of this dealer recall notification letter by first class mail. Two additional copies will be sent through the DCMMS, and the MDS2 will be updated to include this recall in the near future. **Each dealer to whom involved vehicles were invoiced will receive a list of their involved vehicles.** The vehicle list is arranged in Vehicle Identification Number (VIN) sequence. Owners known to DaimlerChrysler are also listed. The lists are for dealer reference in arranging for service of involved vehicles.

**DIAL System Functions 53 and VIP**

All involved vehicles have been entered to DIAL System Functions 53 and VIP for dealer inquiry as needed.

Function 53 provides involved dealers with an updated VIN list of their incomplete vehicles. The customer name, address and phone number are listed if known. Completed vehicles are removed from Function 53 within several days of repair claim submission. To use this system, type "53" at the "ENTER FUNCTION" prompt, then type "ORDC02".

**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 copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification Form. The involved vehicle and recall are identified on the form for owner or dealer reference as needed.

**Vehicle Not Available**

If a vehicle is not available for service, let us know by filling out the pre-addressed Owner Notification Form or describe the reason on a postcard and mail to:

DaimlerChrysler Corporation  
CIMS 482-00-85  
800 Chrysler Drive East  
Auburn Hills, Michigan 48326-2757

**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 TO REPROGRAM YOUR TRUCK'S ENGINE CONTROL MODULE**

Dear Dodge Ram Diesel Truck Owner:

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

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some 2003 model year Dodge Ram Pickup Trucks equipped with a 5.9L turbo diesel engine.

***The problem is...***

The Engine Control Module (ECM) on your truck (identified on the enclosed form) may cause an increased engine idle speed after extended speed control usage. This could increase the truck's stopping distance and cause an accident without warning.

***What DaimlerChrysler  
and your dealer will  
do...***

DaimlerChrysler will repair your truck free of charge (parts and labor). To do this, your dealer will reprogram your truck's ECM. The work will take about 1 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.
- Bring the enclosed form with you to your dealer. It identifies the required service to the dealer.

***If you need help...***

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.

If you have already experienced the problem described above 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 Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, 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, 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.

Customer Services Field Operations  
DaimlerChrysler Corporation

C02

***Buckle up  
for Safety***