

DAIMLERCHRYSLER

DaimlerChrysler Corporation

Susan M. Clachke
Sr. Vice President
Regulatory Affairs &
Passenger Car Operations

December 15, 1999

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 99V-313

Enclosed are representative copies of communications relating to the 1999 model year vehicles involved in the referenced recall. DaimlerChrysler expects to begin phasing owner notification by state in late January 2000. The exact number of manufactured vehicles in the recall is 546.

The involved Vehicle Identification Number range is:

<u>Low</u>	<u>High</u>
XV502409	XV505313

(VIN last eight characters) - X = 1999 Model Year, V = Conner Ave. Assembly, Detroit 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 some 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,

S.M. Clachke

S. M. Clachke

Enclosure: Recall #655

cc: K. C. DeMeter

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DEFECTS INVESTIGATION

DAIMLERCHRYSLER

December 1999

Dealer Service Instructions for:

Safe Recall . 855 - Fr C tings

Models

1999 (PR) Plymouth Prowler

NOTE: This recall applies only to the above vehicles built from May 13, 1999 through July 29, 1999 (MDH 051307 through 072909).

IMPORTANT: Many of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this recall.

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 as determined by using the DIAL VIP System.

Subject

The aluminum frame assembly on about 540 of the above vehicles may have a soft casting in up to eight locations. A soft casting may fracture under certain operating conditions, which can result in a loss of vehicle control. This could cause an accident without warning.

Repair

A specialist from ALCOA must inspect each involved vehicle. If a soft casting is identified, the owner will be contacted to have their 1999 model year Prowler replaced with a new Prowler, free of charge.

IMPORTANT: Dealers with involved **UNSOLD** vehicles must call ALCOA immediately at 1-877-361-3646 (toll free) to schedule an appointment for the inspection with the ALCOA representative.

Parts Information

No parts are required to perform the inspection of the involved vehicles.

Service Procedure

Due to the specialized nature of this issue, **ALL VEHICLE FRAME INSPECTIONS ARE TO BE PERFORMED BY A REPRESENTATIVE FROM ALCOA, THE FRAME SUPPLIER.** Dealers must only provide a service bay or other suitable area for use during the inspection. The frame inspection will take about ½ hour.

Vehicles that are found to have a soft frame casting will be replaced. The DaimlerChrysler Customer Assistance Center will handle all replacement details. Very few vehicles are expected to contain soft castings.

- **Unsold Vehicles in Dealer Inventory:** Dealers with involved **UNSOLD** vehicles must call ALCOA immediately at 1-877-361-3646 to schedule an appointment for the inspection with the ALCOA representative.
- **Sold Vehicles:** Owners are requested to contact the DaimlerChrysler Customer Assistance Center at 1-800-992-1997 to schedule an inspection appointment.

Completion Reporting and Reimbursement

Claims for vehicles that have been inspected must be submitted on the DIAL System. 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 Number	Time Allowance
Inspect frame castings	13855181	0.2 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 (or the current dealer at the same street address) 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 will be entered to DIAL System Functions 53 and VIP at the time of recall implementation 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 "ORD855".

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 contact the DaimlerChrysler Customer Assistance Center at 1-800-992-1997 to schedule an inspection appointment.** A representative will arrange the inspection with the ALCOA inspector and the closest dealer, if necessary. The inspection may be performed at the owner's home or office, or if they desire, they may bring their vehicle to a dealer for the inspection appointment. A copy of the owner notification letter is attached.

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

NOTE: Owner notification for this recall will be coordinated with ALCOA inspection personnel and phased by state accordingly.

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 Zone Service Office.

Customer Services Field Operations
DaimlerChrysler Corporation

DAIMLERCHRYSLER

SAFETY RECALL TO INSPECT YOUR VEHICLE'S FRAME

Dear Plymouth Prowler 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 1999 model year Plymouth Prowler vehicles.

The problem is...

The aluminum frame assembly on your Prowler (identified on the enclosed form) may have a soft casting in up to eight locations. A soft casting may fracture under certain operating conditions, which can result in a loss of vehicle control. This could cause an accident without warning.

What DaimlerChrysler will do...

DaimlerChrysler will inspect your vehicle free of charge (parts and labor). The inspection will take about ½ hour to complete. However, if you choose to have this inspection performed at a dealer, additional time may be necessary depending on how dealer appointments are scheduled and processed.

If the inspection determines that your vehicle does not have any soft castings, no further action is necessary. If the inspection determines that your vehicle has one or more soft castings, DaimlerChrysler will contact you to replace your 1999 model year Prowler with a new Prowler, free of charge.

What you must do to ensure your safety...

- **Contact the DaimlerChrysler Customer Assistance Center at 1-800-992-1997 to schedule a service appointment.** The inspection may be performed at your home or office, or if you desire, at your local dealer.
- **Do NOT contact your dealer without first contacting the above telephone number.** This inspection requires specialized equipment and personnel. As a result, the Customer Assistance Center personnel must coordinate the inspection date, time and location.
- **If the inspection is to be performed at your local dealer, bring the enclosed Owner Notification Form with you.** It identifies the required service to the dealer.

If you need help...

If you have questions or concerns about this recall, we urge you to contact the DaimlerChrysler Customer Assistance Center at 1-800-992-1997 or write to: DaimlerChrysler Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-9804, Attn: Recall Assistance. If the Customer Assistance Center 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 1-800-424-9393. Washington, DC area residents may call 1-202-366-0123.

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
DaimlerChrysler Corporation
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