

DAIMLERCHRYSLER

December 2003

Dealer Service Instructions for:

Safety Recall No. C43 Instrument Cluster Capacitor

Models

2004 (HB) Dodge Durango

NOTE: This recall applies only to the above vehicles built through December 7, 2003 (MDH 120701).

IMPORTANT: Many of the vehicles within the above build period have already been repaired at the assembly plant and will show as "Complete" on the VIP system.

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 using the VIP inquiry process.

Subject

An instrument cluster circuit board capacitor on about 27,000 of the above vehicles may overheat and cause an instrument panel fire.

Repair

The affected capacitor is redundant and must be removed from the instrument cluster circuit board.

Parts Information

No parts are required to perform this service procedure.

Service Procedure

1. Disconnect the negative battery cable.

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

2. Remove the two (2) steering column opening cover screws and then remove the cover (Figure 1).
3. Remove the two (2) upper steering column shroud screws and then remove the upper shroud.
4. Move the steering column to its lowest position and then depress the emergency flasher switch.
5. Loosen the two center instrument panel (I/P) bezel screws and then remove the center bezel (Figure 2).

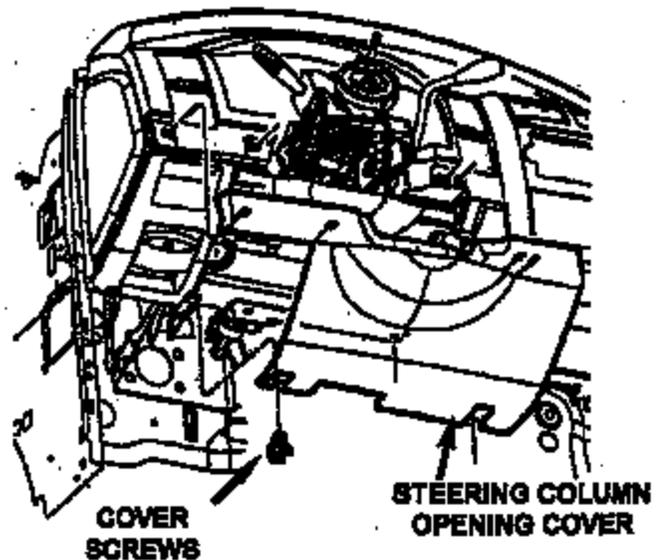


Figure 1

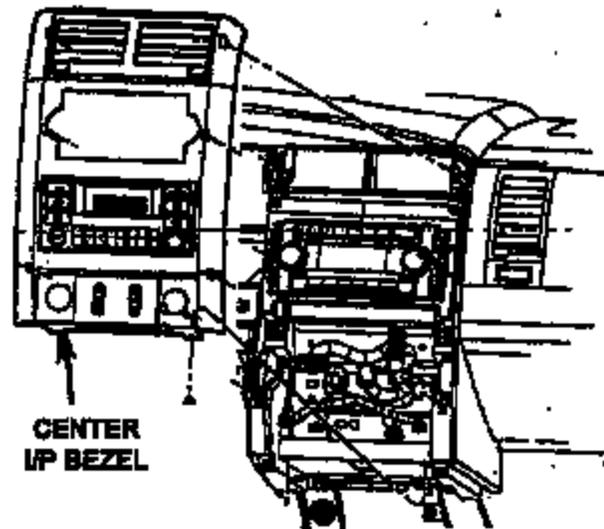


Figure 2

Service Procedure (Continued)

6. Remove the two (2) cluster bezel screws (Figure 3).
7. Using a trim stick, separate the cluster bezel from the instrument panel (Figure 3).
8. Disconnect the electrical connector(s) on the rear of the cluster bezel and then set the bezel aside.
9. Remove the two (2) I/P top cover screws (one at each end of the cluster assembly) (Figure 3) and loosen the top cover screw located under the left I/P end cap.

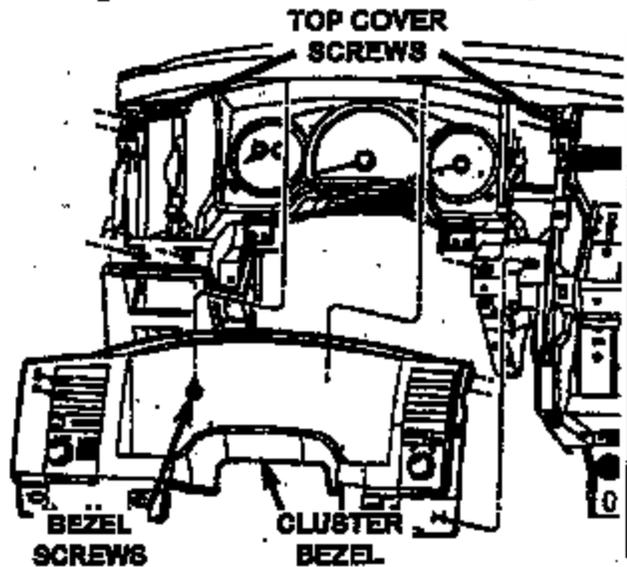


Figure 3

CAUTION: Use care to not scratch the instrument cluster lens. Place a shop towel over the steering column and emergency flasher switch.

10. Remove the four (4) instrument cluster screws (Figure 4).
11. Pull the instrument cluster rearward just far enough to access and disconnect the electrical connectors on the back of the cluster housing (Figure 5).

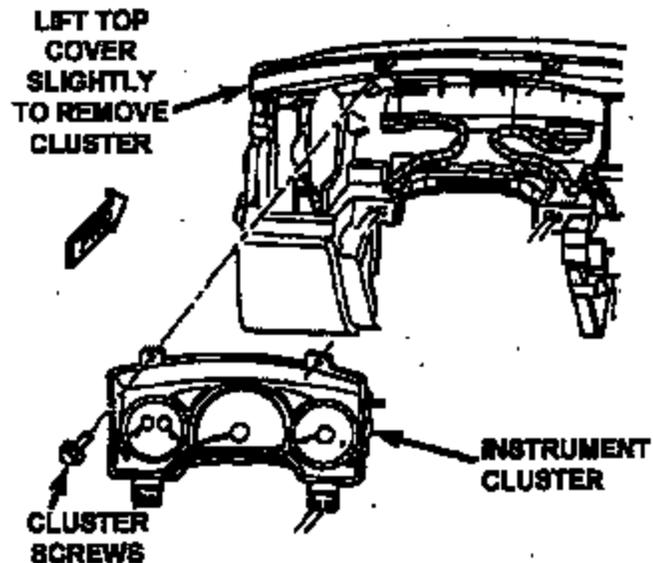


Figure 4

12. Set the instrument cluster face down on a soft surface to protect the instrument cluster lens from being scratched on the workbench.

IMPORTANT: Do NOT leave the instrument cluster in a horizontal position with the gauges facing down for more than 30 minutes. Damage to the gauges will result.

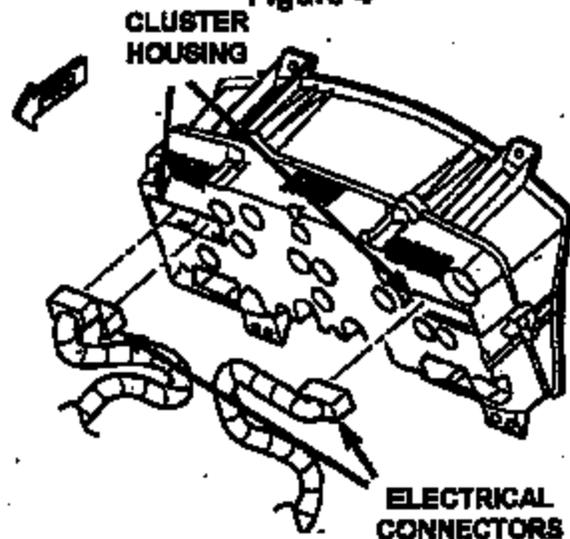


Figure 5

Service Procedure (Continued)

13. Remove the twenty-two (22) screws from the rear cluster cover (Figure 6).
14. Carefully remove the rear cluster cover from the instrument cluster.
15. Reinstall two of the screws that were removed in Step 13 to temporarily secure the circuit board to the cluster gauges (Figure 7).

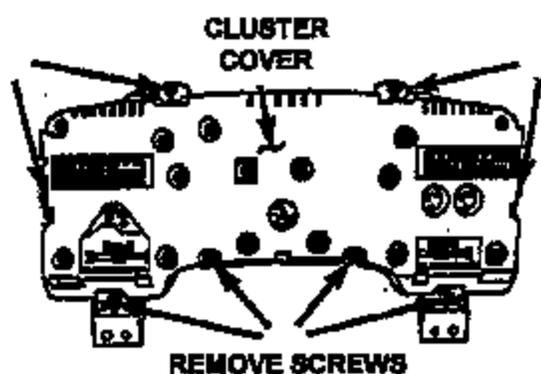


Figure 6

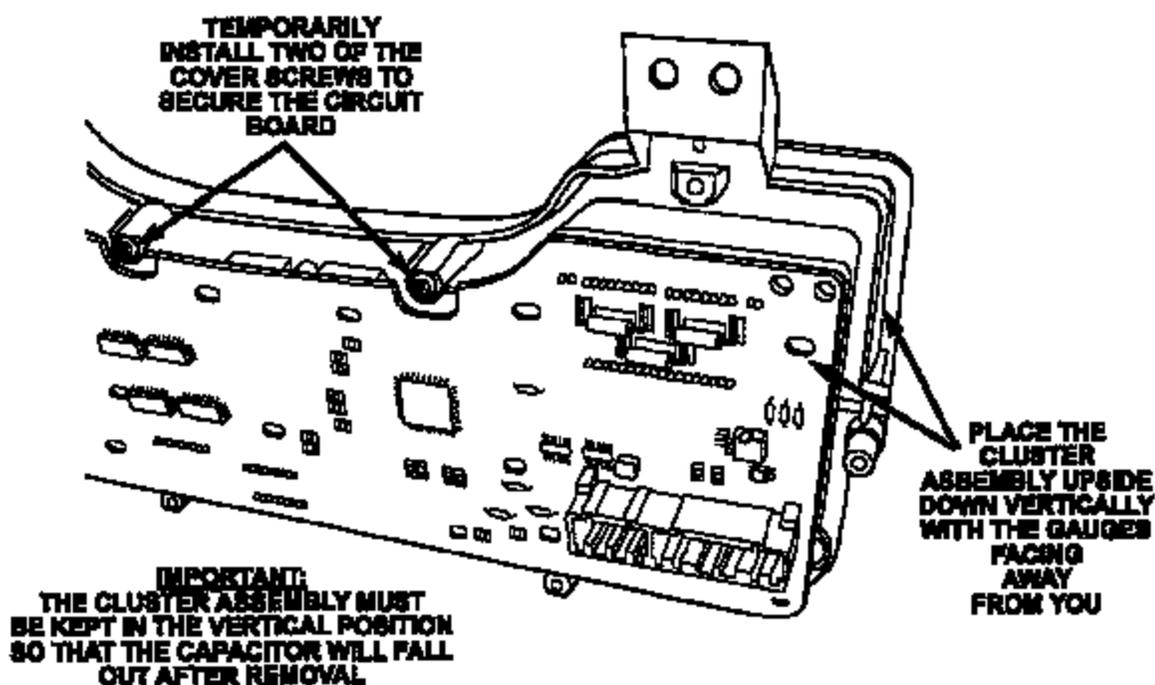


Figure 7

IMPORTANT: The cluster circuit board should only be handled on the edges. To prevent circuit board damage, do **NOT** touch any components on the circuit board.

16. Position the circuit board assembly on the workbench, such that the circuit board is vertical and the gauges are upside down and facing away from you (Figure 7).

Service Procedure (Continued)

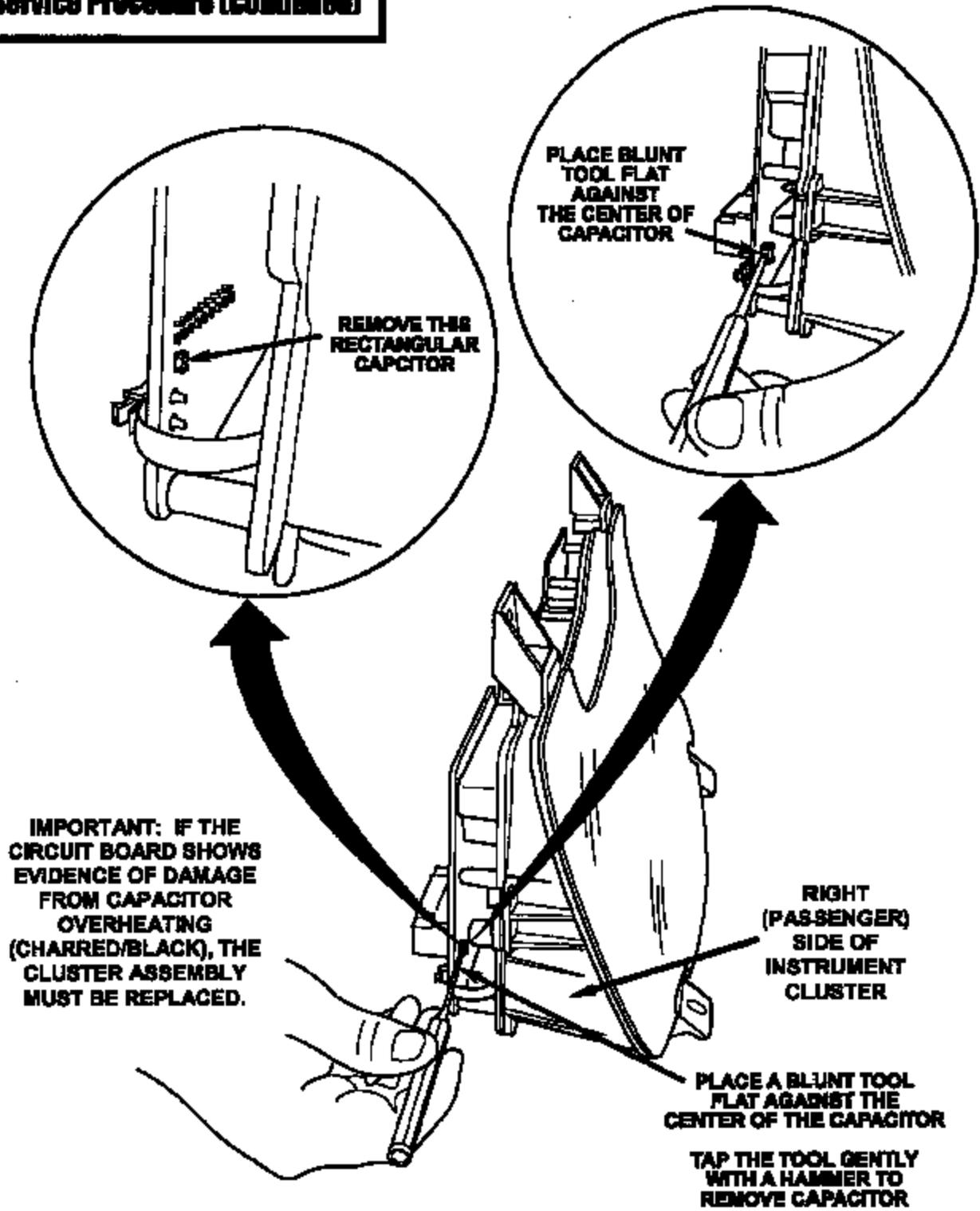


Figure 8

Service Procedure (Continued)

17. Place a **blunt tool** such as a 5/32" pin punch against the circuit board capacitor on the right (passenger) end of the circuit board (Figure 8). Do NOT use a tool that is wider than the overall width of the capacitor.

IMPORTANT: If the circuit board shows evidence of damage from capacitor overheating (charred/black), the cluster assembly must be replaced. Use normal service procedures to obtain a replacement cluster assembly.

18. **Gently** tap the tool with a small hammer to separate and remove the capacitor from the circuit board. Keep the circuit board in the vertical position so that the removed capacitor falls away from the cluster assembly.
19. Inspect the capacitor location and ensure that all of the capacitor material has been removed from between the two terminals and make sure that the capacitor has fallen away and is not trapped within the circuit board assembly.
20. Remove the two temporary screws from the circuit board assembly (Figure 7).
21. Carefully install the rear cluster cover onto the instrument cluster.
22. Install the twenty-two (22) screws into the rear cluster cover (Figure 6). Tighten the screws securely.
23. Position the instrument cluster so you can access and connect the electrical connectors on the back of the cluster housing (Figure 5).

CAUTION: Use care to not scratch the instrument cluster lens. Place a shop towel over the steering column and emergency flasher switch.

24. Install the cluster into the instrument panel and then install the four (4) instrument cluster screws (Figure 4).
25. Install the two (2) I/P top cover screws (Figure 3) and tighten the top cover screw on the left end of the I/P. Install the left I/P end cap.
26. Connect the electrical connector(s) on the rear of the cluster bezel.
27. Install the cluster bezel (Figure 3).
28. Install the two (2) cluster bezel screws (Figure 3).

NOTE: Clean any finger prints from the cluster lens using Mopar Glass Cleaner and a soft clean cloth.

Service Procedure (Continued)

29. Install the center I/P bezel and tighten the two (2) bezel screws (Figure 2).
30. Install the upper steering column shroud.
31. Install the steering column opening cover and then install the two (2) cover screws (Figure 1).
32. Connect the negative battery cable.
33. Connect the StarSCAN[®] diagnostic tool to the vehicle diagnostic connector, select "ECU View" and clear all fault codes that may have been set in any of the vehicle electronic modules.
34. Using the StarSCAN tool, run the instrument cluster self-test as follows:
 - a. From the ECU View, select "CCN – Cabin Compartment".
 - b. Select "More Options".
 - c. Select "System Test".
 - d. Select "CCN Self Test".
 - e. Press START.
 - f. Press NEXT.
 - g. Press FINISH.
 - h. Press the ON/OFF button twice to turn the StarSCAN tool off and then disconnect the StarSCAN tool.
35. Verify that the seat belt indicator lamp, key in ignition warning chime and power door locks function properly.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DIAL System or on the DealerCONNECT Claim Entry Screen located on the Service tab. 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:

	Labor Operation Number	Time Allowance
Remove instrument cluster capacitor	08-C4-31-82	0.8 hours
Replace damaged instrument cluster	08-C4-31-83	0.8 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 DMAIL and by first class mail. Two additional copies will be sent through the DCMMS. DealerCONNECT will be updated to include this recall in the near future.

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. Involved dealers were also mailed a copy of their vehicle (VIN) list with the dealer recall notification letter.

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.

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.

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 DaimlerChrysler Mobile Service approved repair.

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 – INSTRUMENT CLUSTER CAPACITOR

Dear Durango Owner:

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

DaimlerChrysler Corporation has decided that a defect, which relates to motor vehicle safety, exists in some 2004 model year Dodge Durango vehicles.

The problem is...

An instrument cluster circuit board capacitor on your Durango (identified on the enclosed form) may overheat and cause an instrument panel fire.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will remove the affected capacitor from the instrument panel circuit board. The work will take about one 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 your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.

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 610207, Port Huron, MI 48061-0207, 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

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***Buckle up
for Safety***