

# DAIMLERCHRYSLER

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DEFECTS INVESTIGATION  
DaimlerChrysler Corporation  
Matthew C. Reynolds  
Director  
Vehicle Compliance & Safety Affairs

April 23, 2001

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 01V-040

Enclosed are representative copies of communications relating to the 1994 through 1999 model year vehicles involved in the referenced Safety Recall. DaimlerChrysler expects to begin an Interim owner notification during the week of April 30, 2001. The exact number of vehicles in the recall is 681,740 (1994 through 1997 – The Polk Company currently registered and 1998 through 1999 – manufactured).

The involved Vehicle Identification Number range is:

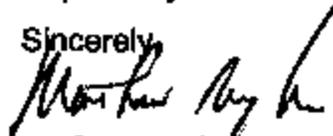
<u>Low</u>	<u>High</u>	<u>Low</u>	<u>High</u>	<u>Low</u>	<u>High</u>
RM500065	RM567097	TM100008	TM198561	WJ100001	WJ263840
RS500048	RS739321	TS500023	TS718233	WM200001	WM298514
SG701119	SG707692	VG700002	VG840331	WS500004	WS772263
SM100022	SM189262	VJ500001	VJ629859	XG100001	XG213941
SS100019	SS387711	VM500002	VM599635	XJ500001	XJ650418
TG100001	TG200034	VS100001	VS316613	XM500002	XM582339
TJ100001	TJ202826	WG100001	WG248404	XS100019	XS500029

(VIN last eight characters) - R = 1994 Model Year; S = 1995 Model Year; T = 1996 Model Year; V = 1997 Model Year; W = 1998 Model Year; X = 1999 Model Year; S = Warren Truck Assembly Plant, Warren, Michigan; J = St. Louis North Assembly Plant, Fenton, Missouri; G = Saltillo Truck Assembly Plant, Saltillo, Mexico; M = Lago Alberto Truck Assembly Plant, Lago Alberto, Mexico; and the last six digits = sequential number.

**We caution that the above range represents only the lowest and highest VIN sequential numbers included in this notification. 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 continues DaimlerChrysler's package of information for this Safety Recall as required by the Defects Report Regulation.

Sincerely,



M. C. Reynolds

Enclosure: Recall #973W

cc: K. C. DeMeter

A Company of the DaimlerChrysler Group

DaimlerChrysler Corporation  
800 Chrysler Drive CIMS 482-00-91  
Auburn Hills MI USA 48326-2757  
Phone 248.512.4188  
Fax 248.576.7321  
e-mail: mcr1@daimlerchrysler.com

April 2001

Dealer Service Instructions for:

## **Interim Customer Notice Safety Recall No. 973W Lubricate Secondary Hood Latch**

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### **Models**

#### **1994-1999 (BR/BE) Dodge Ram Pick-Up Truck**

*NOTE: This recall applies only to the above trucks built at the:*

- *Warren Assembly Plant ("S" in the 11<sup>th</sup> VIN position) built through May 7, 1999 (MDH 0507XX).*
- *Saltillo Assembly Plant ("G" in the 11<sup>th</sup> VIN position) built through April 14, 1999 (MDH 0414XX).*
- *Lago Alberto Assembly Plant ("M" in the 11<sup>th</sup> VIN position) built through April 21, 1999 (MDH 0421XX).*
- *St. Louis North Assembly Plant ("J" in the 11<sup>th</sup> VIN position) built through May 10, 1999 (MDH 0814XX through 0510XX).*

*NOTE: Only the above vehicles sold or currently registered in "Salt Belt" states (where large amounts of road salt are used for snow and ice removal) are involved. (See "Owner Notification & Service Scheduling" section for a listing of salt belt states.)*

**IMPORTANT:** Some of the involved vehicles may be in dealer used vehicle inventory. **Dealers should complete this service on these vehicles before retail delivery.** Dealers should also lubricate the secondary hood latch on vehicles in for service. Involved vehicles can be determined by using the DIAL VIP System.

### **Subject**

The secondary hood latch on about 793,000 of the above trucks may stick in the open position. This could allow the hood to open unexpectedly while driving if the primary (main) latch mechanism is not engaged.

**Subject (Continued)**

DaimlerChrysler Corporation has notified the National Highway Traffic Safety Administration of its intent to conduct a safety recall to replace the secondary hood latch with a new secondary hood latch. The parts to implement this recall will not be available for many months. Customers have been sent an interim notice informing them of the future recall. The interim notice further requests that they ensure the primary hood latch is engaged and provides instructions to lubricate the secondary latch. Customers have been advised that they may have the secondary latch lubricated at dealerships. This notification provides the instructions for that lubrication.

**Repair**

DaimlerChrysler is working to obtain the parts to correct this condition as quickly as possible. However, it may take many months to complete the tooling, make and validate the parts and then deliver them to dealers. When the parts are available, another notification will be sent asking customers to bring their truck to their dealer to have this condition repaired.

In the interim, customers may schedule appointments to have the secondary hood latch lubricated. Combined with ensuring that the primary hood latch is engaged, lubrication will ensure that the hood remains latched during vehicle operation

**Parts Information**

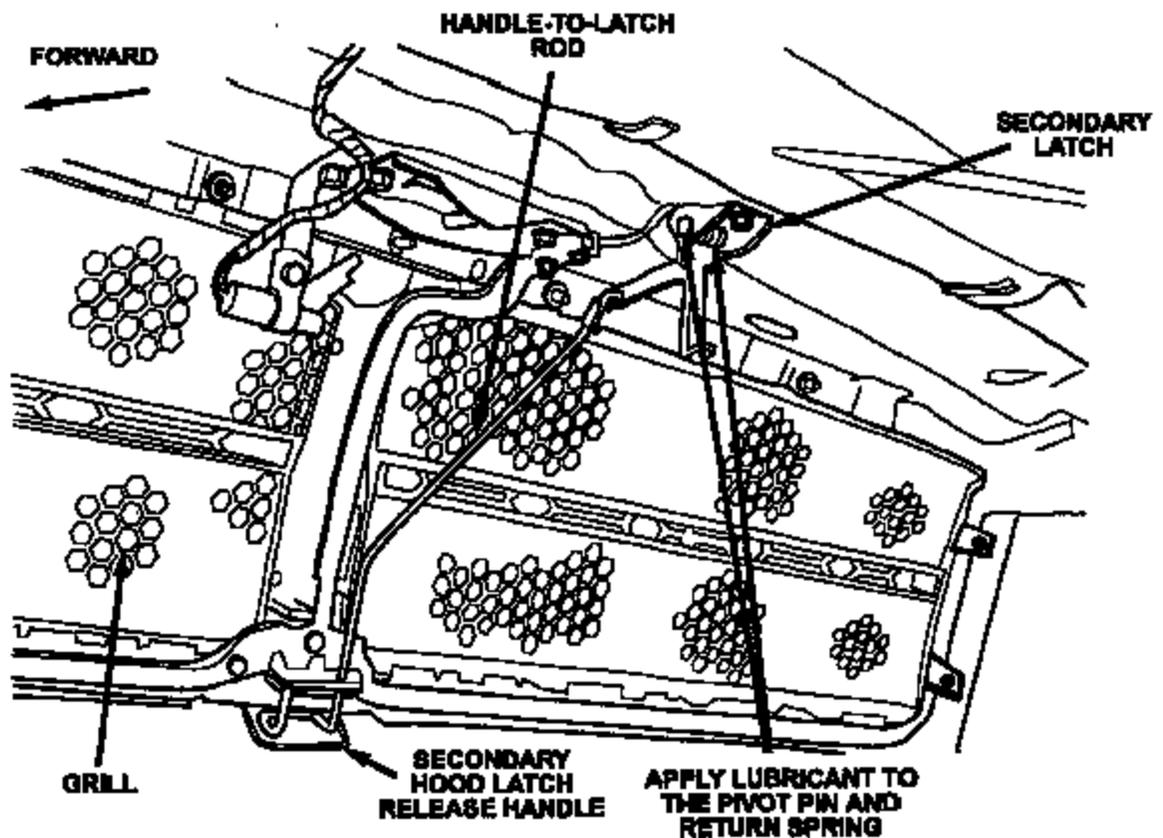
<u>Part Number</u>	<u>Description</u>
<b>04318066</b>	<b>Mopar Spray White Lube (Lithium Grease)</b>

**NOTE:** There is enough lubricant in each can of spray white lube to lubricate approximately 20 secondary hood latches.

**Service Procedure**

**Secondary Hood Latch Lubrication:**

1. With the engine OFF, open the hood.
2. Using Mopar Spray White Lube (Lithium Grease) or equivalent, spray the secondary hood latch pivot pin and return spring (Figure 1).
3. Activate the secondary latch several times to ensure that the latch fully returns to the closed position and does not bind or stick.
4. Close the hood, making sure that the primary latch is engaged.



**Figure 1 – Underhood View Shown**

**Completion Reporting and Reimbursement**

Claims for vehicles that have been serviced must be submitted on the DIAL System.

Use the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Lubricate the secondary hood latch	LU-BE-BR-8Z	0.2 hours

**NOTE: Normal shop supplies such as general-purpose lubricants (tube or sprays) are not reimbursable separately on warranty claims.**

**NOTE: Because this is a precursor to a future recall, the claims should be handled in accordance with the recall claim processing instructions. See the Warranty Administration Manual, Recall Claim Processing Section, for complete instructions.**

**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 vehicles. The customer name, address and phone number are listed if known. Vehicles that have been lubricated 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 "ORD973".

**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 lubricate the secondary hood latch on their trucks themselves or, if preferred, to schedule appointments for this service with their dealers. A copy of the owner letter is attached.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this service. This repair does not require hoists or other full service facility special equipment and is a DaimlerChrysler Mobile Service approved repair.

*Only vehicles sold or currently registered in "Salt Belt" states (where large amounts of road salt are used for snow and ice removal) are involved. The following states are "Salt Belt" states:*

*Connecticut*

*Delaware*

*Illinois*

*Indiana*

*Iowa*

*Maine*

*Maryland*

*Massachusetts*

*Michigan*

*Minnesota*

*Missouri*

*New Hampshire*

*New Jersey*

*New York*

*Ohio*

*Pennsylvania*

*Rhode Island*

*Vermont*

*Washington, DC*

*West Virginia*

*Wisconsin*

**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

**Dear Dodge Ram Pick-Up Truck Owner:**

We are writing to inform you of a future safety recall on some 1994 through 1999 model year Ram pick-up trucks. These trucks have been operated for extended periods in geographic areas using large amounts of road salt for ice and snow removal. This safety action relates to a secondary latch that helps secure your vehicle's hood. There is also a primary latch, which is the principle mechanism holding the hood in place. Corrosion of the return spring on the secondary latch may cause the mechanism to bind in the "release position." If the primary latch is not engaged, and if the secondary latch binds, the hood could open unexpectedly.

This recall will include some 1994 and 1995 model year trucks that were involved in a prior safety recall involving the hood latch bracket. We have determined that those vehicles should be further repaired as part of this action.

We expect to send you another notification by the end of this year. At that time, we will ask you to take your vehicle to your dealer for installation of a replacement secondary latch.

During the interim, you can take some simple steps to ensure that your hood is secured. Your truck is equipped with both a primary and a secondary hood latch. If the primary hood latch is engaged, your hood will stay latched despite any corrosion to the secondary hood latch. To ensure the primary hood latch is engaged, open and close your hood strongly, then attempt to pull up on the hood. If the primary hood is engaged, the hood should not lift.

As a further measure, we ask that you lubricate the secondary hood latch in accordance with the instructions on the back of this letter. Lubrication will prevent the secondary hood latch from binding. If you prefer, you may make a service appointment with your dealer and your dealer will lubricate the secondary hood latch free of charge.

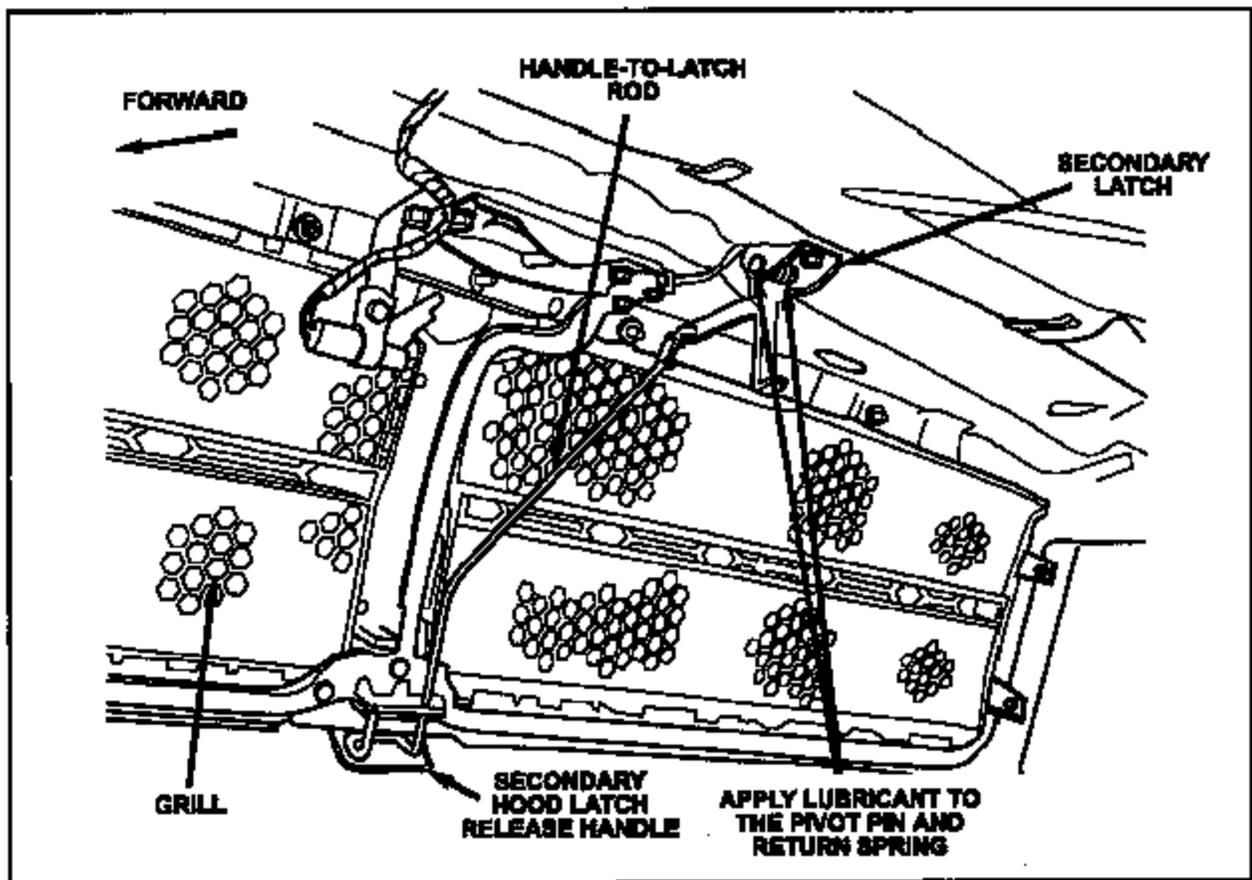
With these simple steps – ensuring that the primary latch is engaged and lubricating the secondary latch – your hood will stay secure. We will again notify you by letter when it is time to make an appointment with your dealer to have an improved secondary hood latch installed on your truck without charge.

We are sorry for any inconvenience this may cause you. If you have any further questions about this action, please call our Customer Assistance Center at 1-800-853-1403. A representative will assist you.

Customer Services Field Operations  
DaimlerChrysler Corporation  
973W

## **Secondary Hood Latch Lubrication:**

1. With the engine OFF, release the primary hood latch by pulling the hood release lever located below the steering wheel, at the bottom of the instrument panel.
2. Reach into the opening under the center of the grille and push up on the secondary hood latch release handle and open the hood (Figure 1).
3. Using Mopar Spray White Lube (Lithium Grease) or equivalent, spray the secondary hood latch pivot pin and return spring (Figure 1).
4. Push up on the secondary latch release handle several times to ensure that the latch fully returns to the closed position and does not bind or stick. Apply additional lubricant as required until the secondary latch operates freely.
5. Close the hood. Pull up on the hood to make sure that the primary latch is engaged.



**Figure 1 – Underhood View Shown**

# DAIMLERCHRYSLER

RECEIVED  
SEP 15 PM 5:49  
OFFICE  
DEFECTS INVESTIGATION

DaimlerChrysler Corporation  
Matthew C. Reynolds  
Director  
Vehicle Compliance & Safety Affairs

September 4, 2001

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:

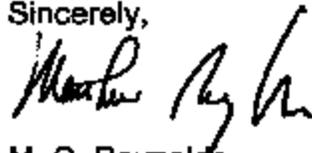
Reference: NHTSA Identification Number 01V-040

Replacement secondary hood latches for the above safety recall are now available. Enclosed are representative copies of communications relating to the 1994 through 1999 model year vehicles involved in this recall. DaimlerChrysler expects to begin owner notification during the week of September 17, 2001.

Please reference our letter dated April 23, 2001 for the number of vehicles involved and the VIN ranges for this Safety Recall.

This completes DaimlerChrysler's package of information for this recall as required by the Defects Report Regulation.

Sincerely,



M. C. Reynolds

Enclosure: Recall #973

cc: K. C. DeMeter

September 2001

Dealer Service Instructions for:

**Safety Recall No. 973 - Secondary Hood Latch**

**Effective immediately, this recall 973 cancels and supercedes Interim Customer Notice Safety Recall No. 973W – Lubricate Secondary Hood Latch. Please remove and discard from your files all copies of 973W (dated April 2001). A new secondary hood latch is now available.**

**Models****1994-1999 (BR/BE) Dodge Ram Truck***NOTE: This recall applies only to the above trucks built at the:*

- *Warren Assembly Plant ("S" in the 11<sup>th</sup> VIN position) built through May 7, 1999 (MDH 0507XX).*
- *Saltillo Assembly Plant ("G" in the 11<sup>th</sup> VIN position) built through April 14, 1999 (MDH 0414XX).*
- *Lago Alberto Assembly Plant ("M" in the 11<sup>th</sup> VIN position) built through April 21, 1999 (MDH 0421XX).*
- *St. Louis North Assembly Plant ("J" in the 11<sup>th</sup> VIN position) built through May 10, 1999 (MDH 0814XX through 0510XX).*

*NOTE: Only the above trucks sold or currently registered in "Salt Belt" states (where large amounts of road salt are used for snow and ice removal) are involved. (See "Owner Notification & Service Scheduling" section for a listing of salt belt states.)*

*NOTE: 1994 and 1995 model year trucks that were involved in Recall 638 must also have this recall performed.*

**IMPORTANT:** Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the DIAL VIP System.

**Subject**

The secondary hood latch on about 793,000 of the above trucks may corrode and bind in the "released position." If the primary hood latch is not engaged, and if the secondary latch binds, the hood could open unexpectedly and cause an accident without warning.

**Repair**

The secondary hood latch must be replaced.

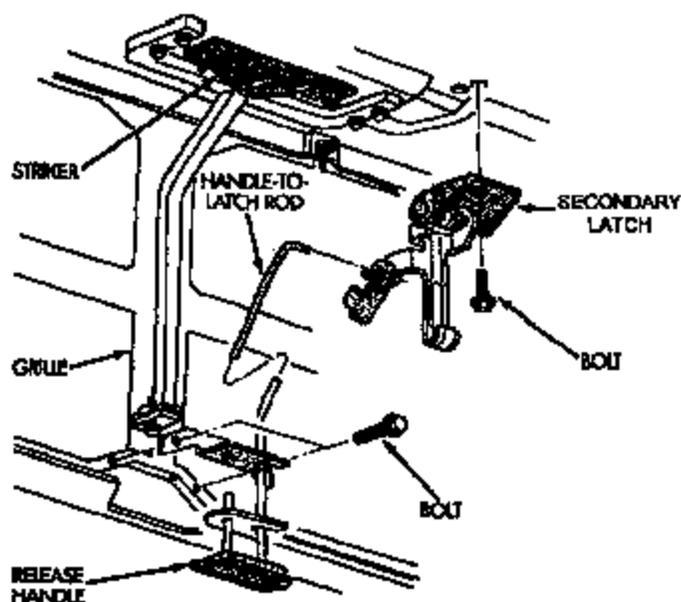
**Parts Information**

<u>Part Number</u>	<u>Description</u>
<b>CAXM9730</b>	<b>Secondary Hood Latch</b>

**Each dealer** to whom vehicles in the recall were invoiced (or the current dealer at the same street address) will receive enough Secondary Hood Latches to service about 10% of those vehicles.

**Service Procedure**

1. Release the hood latch and open the hood.
2. Disconnect the handle-to-latch rod at the secondary latch.
3. Remove the secondary latch mounting bolt (Figure 1).
4. Remove and discard the latch from the hood.
5. Install the new secondary latch and tighten mounting bolt to 95 in. lbs. (11 N·m)
6. Connect the handle-to-latch rod onto the new secondary latch.
7. Cycle the secondary latch several times to ensure that it operates freely.
8. Close the hood and unlatch the primary hood latch. Without touching the secondary latch, pull up on the hood vigorously several times to ensure that the secondary latch engages properly.



**Figure 1**

### **Completion Reporting and Reimbursement**

Claims for vehicles that 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 the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Replace secondary hood latch	23-97-31-82	0.2 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.

### **Parts Return**

Not required.

### **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 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 "ORD973".

**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.

***Only trucks sold or currently registered in "Salt Belt" states (where large amounts of road salt are used for snow and ice removal) are involved. The following states are "Salt Belt" states:***

***Connecticut  
Delaware  
Illinois  
Indiana  
Iowa  
Maine  
Maryland***

***Massachusetts  
Michigan  
Minnesota  
Missouri  
New Hampshire  
New Jersey  
New York***

***Ohio  
Pennsylvania  
Rhode Island  
Vermont  
Washington, DC  
West Virginia  
Wisconsin***

**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 REPLACE YOUR TRUCK'S SECONDARY HOOD LATCH**

Dear Dodge Ram Pick-up 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 1994 through 1999 model year Dodge Ram Pick-up Trucks. These trucks have been operated for extended periods in geographical areas using large amounts of road salt for ice and snow removal.

In a previous letter on this subject, we said that we expected to notify you by the end of this year. Replacement secondary hood latches are now available for this recall.

**NOTE: 1994 and 1995 model year trucks that were included in a previous recall involving the hood latch bracket must also have this recall performed.**

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

**The secondary hood latch on your Ram Truck (identified on the enclosed form) may corrode and bind in the "released position." If the primary hood latch is not engaged, and if the secondary latch binds, the hood could open unexpectedly 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 replace your truck's secondary hood latch. The work will take less than ½ 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. Ask the dealer to hold the part for your truck or to order it before your 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.

***Buckle up  
for Safety***

Customer Services Field Operations  
DaimlerChrysler Corporation

973