

June 2001

Dealer Service Instructions for:

## Product Improvement Action No. 987

### Sliding Door Key Cylinder Links

#### Models

2001 (RS) Chrysler Voyager, Chrysler Town & Country and Dodge Caravan/Grand Caravan

**NOTE:** This action applies only to the above vehicles that are NOT equipped with Remote Keyless Entry (Sales Code "GXR") built at the:

- St. Louis South Assembly Plant ("B" in the 11<sup>th</sup> VIN Position) through May 24, 2001 (MDH 052401).
- Windsor Assembly Plant ("R" in the 11<sup>th</sup> VIN Position) through May 24, 2001 (MDH 052405).

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

#### Subject

Based on the results of high speed vehicle crash tests conducted by the National Highway Traffic Safety Administration (NHTSA), DaimlerChrysler has concluded that the sliding door latches on about 105,000 of the above minivans may release during certain severe accident conditions that involve the sliding door. This could allow the sliding door to partially open. This product improvement action is designed to enhance occupant safety in the event of such an accident.

#### Improvement

Both sliding door key cylinder-to-bellcrank links must be replaced.

**Parts Information**

Part Number      Description  
**05083078AA**      **Key Cylinder Link Package**

Each package contains a right and a left key cylinder-to-bellcrank link.

Each dealer to whom vehicles in this action were invoiced (or the current dealer at the same street address) will receive enough Key Cylinder Link Packages to service about 10% of those vehicles.

**Service Procedure**

1. Remove the left sliding door upper frame molding (Figure 1).
2. For the LEFT door only: Remove the screw from the inside of the ash receiver bezel.
3. Disengage the push-in fasteners from around the perimeter of the trim panel and then remove the trim panel (Figure 1).

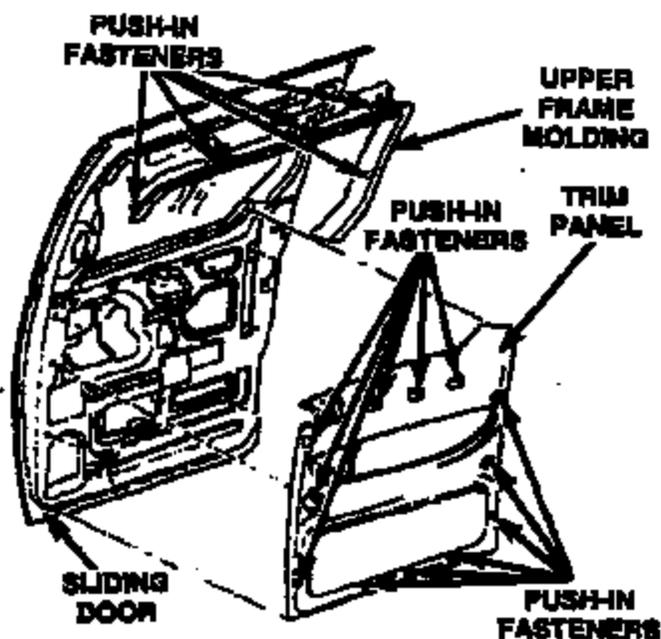


Figure 1

**Service Procedure (Continued)**

4. Disconnect the key-cylinder-to-bellcrank link from the bellcrank (Figure 2).
5. Remove the three (3) outside door handle nuts.
6. Remove the outside door handle from the door and then disconnect the key-cylinder-to-bellcrank link from the key cylinder (Figure 3). Discard the link.
7. Connect the new link to the key cylinder (Figure 3).
8. Install the outside door handle. Tighten the nuts securely.
9. Connect the key cylinder-to-bellcrank link to the bellcrank (Figure 2).
10. Place the trim panel in position on the sliding door.
11. Engage the locating pins on the backside of the trim panel with the mating holes on the inner door panel (Figure 1).
12. **For the LEFT door only:** Install the screw in the ash receiver.
13. Install the sliding door upper frame molding (Figure 1).
14. Repeat Steps 1-13 for the right side of the vehicle.

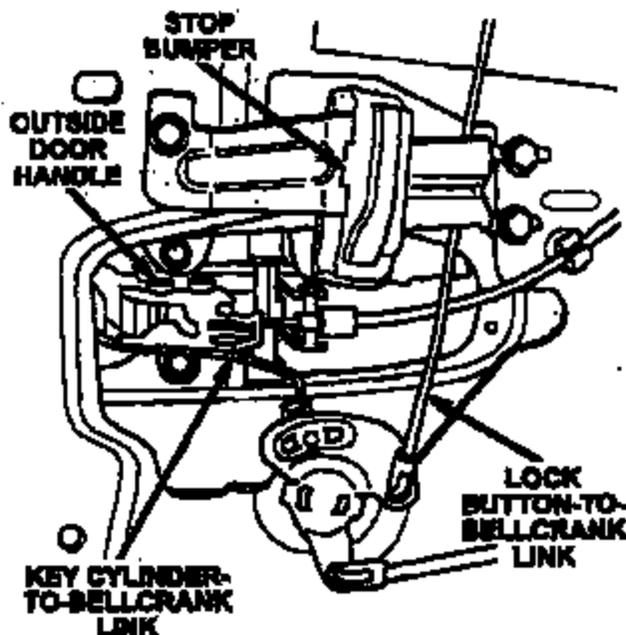


Figure 2

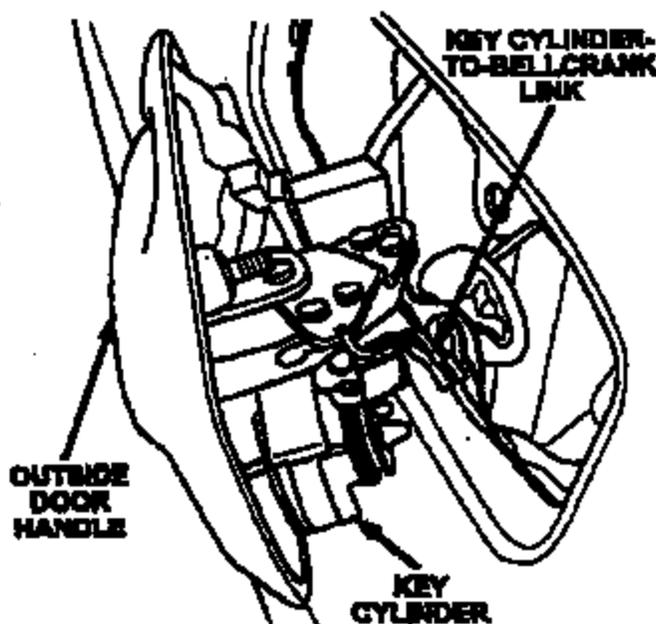


Figure 3

**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 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 sliding door key cylinder-to-bellcrank links	23-98-71-82	0.5 hours

Add the cost of the parts package plus applicable dealer allowance to your claim.

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

**Parts Return**

Not required.

**Dealer Notification and Vehicle List**

All dealers will receive a copy of this dealer notification letter by mail. Two additional copies will be sent through the DCMMS, and the MDS2 will be updated to include this action 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.

**Sliding Door Key Cylinder Links****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 claim submission. To use this system, type "53" at the "ENTER FUNCTION" prompt, then type "ORD987".

**Owner Notification and Service Scheduling**

All involved vehicle owners known to DaimlerChrysler are being notified of this product improvement action by 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 notification number are identified on the form for owner or dealer reference as needed.

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

**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

**Sliding Door Key Cylinder Links**

**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

## PRODUCT IMPROVEMENT ACTION TO REPLACE THE LOCK LINKAGE ON YOUR MINIVAN'S SLIDING DOORS

Dear DaimlerChrysler Minivan Owner:

DaimlerChrysler Corporation is requesting owners of some 2001 model year Chrysler Voyager, Chrysler Town & Country and Dodge Caravan/Grand Caravan minivans that are NOT equipped with the remote keyless entry option, to contact their dealer for installation of improvements to the sliding door lock linkage. Our records indicate that your vehicle is part of this action.

*The problem is...*

Based on the results of high speed vehicle crash tests conducted by the National Highway Traffic Safety Administration (NHTSA), DaimlerChrysler has concluded that the sliding door latches on your minivan (identified on the enclosed form) may release during certain severe accident conditions that involve the sliding door. This could allow the sliding door to partially open. This product improvement action is designed to enhance your safety in the event of such an accident.

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

DaimlerChrysler will make improvements to the sliding doors on your minivan free of charge (parts and labor). To do this, your dealer will replace both sliding door key cylinder-to-bellcrank links. The work will take about 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 lock linkages for your vehicle or to order them before your appointment.
- Bring the enclosed form with you to your dealer. It identifies the required service to the dealer.
- As always, for your safety, make sure that all passengers are properly restrained in appropriate seats.

*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.

We're sorry for any inconvenience arising from this product improvement action. Thank you for your prompt attention to this important matter.

Customer Services Field Operations  
DaimlerChrysler Corporation

987

*Buckle up  
for Safety*