

DAIMLERCHRYSLER

December 2004

Dealer Service Instructions for:

Customer Satisfaction Notification D36 Instrument Cluster Gauge Accuracy

Models

2005 (LX) Chrysler 300 and Dodge Magnum

NOTE: This notification applies only to the above vehicles built from November 20, 2004 through December 2, 2004 (MDH 112000 through 120200).

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 vehicle inventory. Dealers should complete this repair on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The instrument cluster on about 4,700 of the above vehicles may display inaccurate speedometer, tachometer, coolant temperature, and fuel gauge readings.

Repair

The instrument cluster gauges must be calibrated using the StarSCAN tool.

Parts Information

No parts are required to perform this service procedure.

Special Tools

The following existing special tools may be required to perform this repair:

- CH9401* StarSCAN Tool
- CH9404* StarSCAN Vehicle Cable
- CH9409* StarSCAN Documentation Kit
- CH9410* StarSCAN Ethernet Cable 12 ft.
- CH9412* StarSCAN Software Update Device Kit
- NPN TechCONNECT PC
- NPN StarSCAN Software Update CD

* Part of CH9400 kit.

Service Procedure

IMPORTANT: The StarSCAN tool being used must be at software level 5.02 or higher. The StarSCAN software level is displayed in the upper right corner of the tool's display screen.

1. Install a battery charger and verify that the charging rate provides approximately 13.5 volts.
2. Connect the StarSCAN to the data link connector located below the steering column.
3. Turn the ignition key to the "RUN" position.

Service Procedure (Continued)

4. Power ON the StarSCAN.
5. Starting at the StarSCAN “Home” screen, calibrate the instrument cluster gauges using the following procedure:
 - a. Select “**ECU View**”.
 - b. Browse the list displayed on the StarSCAN screen using the scroll arrows and highlight “**CCN Cabin Compartment**”.
 - c. Select “**Misc. Functions**”.
 - d. Select “**Check Cluster Calibrations**”.
 - e. Press the “**Start**” button on the screen.
 - f. Follow the on-screen instructions and perform prompts as required.
6. Check all modules for Diagnostic Trouble Codes (DTC’s) using the following procedure:

NOTE: Due to the calibration procedure, a DTC may be set in other modules (PCM, TCM, FCM, CCN, WCM, etc.) within the vehicle, if so equipped. Some DTC’s may cause the MIL to illuminate.

 - a. Press the “**Show Short Cuts**” button.
 - b. Press the “**Home**” button.
 - c. Press the “**System View**” button.
 - d. Press the “**All DTC’s**” button.
 - e. Press the “**Clear All Stored DTC’s**” button.
 - f. Press the “**Yes**” button.
7. Disconnect the StarSCAN tool from the vehicle data link connector.
8. Return the vehicle to the customer.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by DaimlerChrysler to record Customer Satisfaction Notification service completions and provide dealer payments.

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

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Instrument cluster gauge calibration previously performed	08-D3-61-81	0.2 hours
Calibrate the instrument cluster gauges	08-D3-61-82	0.2 hours

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

Dealer Notification

All dealers will receive a copy of this dealer notification letter by mail. Two additional copies will be sent through the DCMMS. This notification can be viewed on DealerCONNECT by selecting “Global Recall System” on the Service tab, then clicking on the description of this notification or by selecting TechCONNECT and “Search Bulletins/Recalls.”.

Owner Notification and Service Scheduling

All involved vehicle owners known to DaimlerChrysler are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

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 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 should 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.

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 notification only and is strictly prohibited from all other use.

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

*Buckle up
for Safety!*

CUSTOMER SATISFACTION NOTIFICATION INSTRUMENT CLUSTER GAUGE ACCURACY

Dear: (Name)

The satisfaction of our customers is very important to DaimlerChrysler. Because of this, we are requesting owners of some **2005 model year Chrysler 300 and Dodge Magnum vehicles** to contact their dealer to have the following service performed.

The problem is... **The instrument cluster on your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) may display inaccurate speedometer, tachometer, coolant temperature, and fuel gauge readings.**

What your dealer will do... **DaimlerChrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will calibrate the gauges in your vehicle's instrument cluster. 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... Simply **contact your dealer** right away to schedule a service appointment. **Remember to bring this letter with you to your 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.

Please help us update our records, by filling out the enclosed prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. Be sure to print the last eight (8) characters of the VIN (VVVVVVVV) and notification code D36 on the postcard.

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.

We're sorry for any inconvenience, but we believe that this service will help to ensure your continuing satisfaction with your vehicle. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
Notification Code D36