

Dealer Service Instructions for:

**Customer Satisfaction Notification No. D11
Radiator Inlet Hose**

Effective immediately, all repairs on involved vehicles are to be performed according to this notification. Service Action #04-005 is being cancelled. Those vehicles that have already had this repair performed, as determined by our warranty records, have been excluded from this notification.

Models

2004 (ZH) Chrysler Crossfire

NOTE: This notification applies only to the above vehicles built through February 16, 2004 (MDH 021621).

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 radiator inlet hose on about 10,000 of the above vehicles may contact the radiator fan shroud. Prolonged inlet hose contact could wear a hole in the hose and cause a loss of engine coolant which could result in significant engine damage.

Repair

The radiator inlet hose must be inspected. Hoses with insufficient clearance must be repositioned. Hoses that exhibit wear due to fan shroud contact must be replaced.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that radiator inlet hose replacement is required and the vehicle must be held overnight.

Parts Information

Due to the small number of involved vehicles expected to require radiator inlet hose replacement, no parts will be distributed initially. **Radiator inlet hose packages (P/N CEC0D110) should be ordered only after inspection determines that replacement is required.** *Very few vehicles are expected to require radiator inlet hose replacement.*

Each package contains a radiator inlet hose and a hose clamp.

Service Procedure

A. Inspect Radiator Inlet Hose:

1. Raise the hood.
2. Remove the left side air inlet to air cleaner housing tube.
3. Inspect the radiator inlet hose position (Figure 1):

- If there is **GREATER THAN 1/2" (12.5 mm)** clearance between the inlet hose and the two (2) bosses on the radiator shroud (Figure 2), no further action is necessary. Install the air inlet to air cleaner housing tube and return the vehicle to the customer.
- If there is **LESS THAN 1/2" (12.5 mm)** clearance between the inlet hose and the two (2) bosses on the radiator shroud and the hose shows no evidence of contact with the bosses (Figure 2), the hose must be repositioned. Continue with Step 4.
- If there is **LESS THAN 1/2" (12.5 mm)** clearance between the inlet hose and the radiator shroud bosses (Figure 2), and the hose has visible evidence of hose wear from contact with the bosses, the hose must be replaced. Continue with Section B – Replace Radiator Inlet Hose.

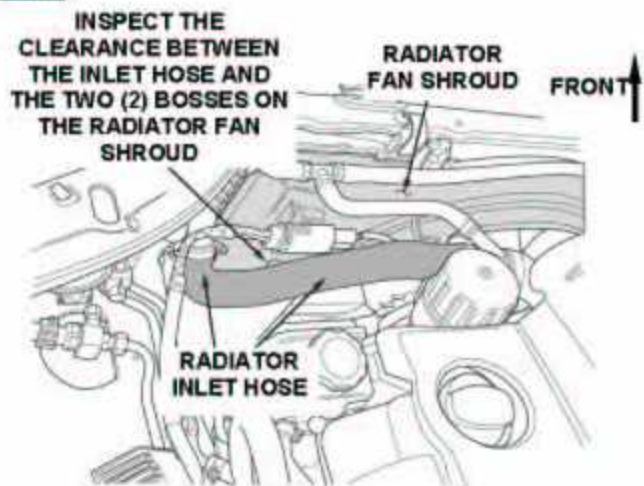


Figure 1

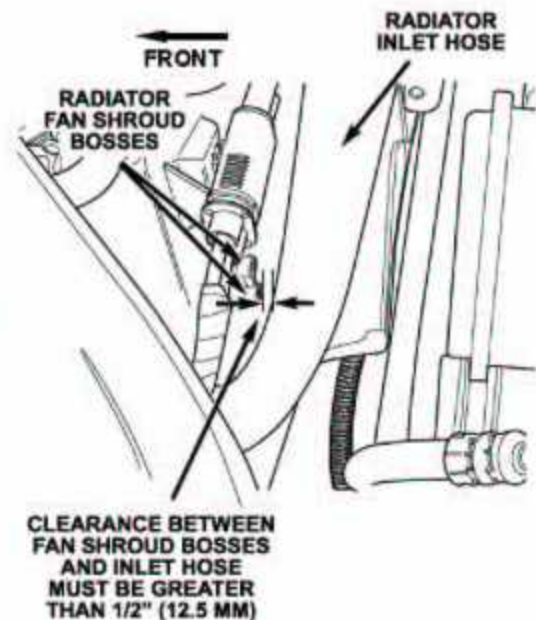


Figure 2

NOTE: A hose with rub mark(s) only (no wear/notch in hose) does not require replacement.

Service Procedure (Continued)

4. Place a reference mark at the index arrow on the radiator inlet nipple (Figure 3).
5. With the engine cold, loosen the hose clamp at the radiator inlet.
6. Rotate the radiator inlet hose clockwise (toward the left front fender) until there is $\frac{1}{2}$ " (12.5 mm) clearance between the radiator inlet hose and the radiator fan shroud bosses (Figure 3).
7. Tighten the radiator inlet hose clamp to 29 in-lbs (3.3 N·m).

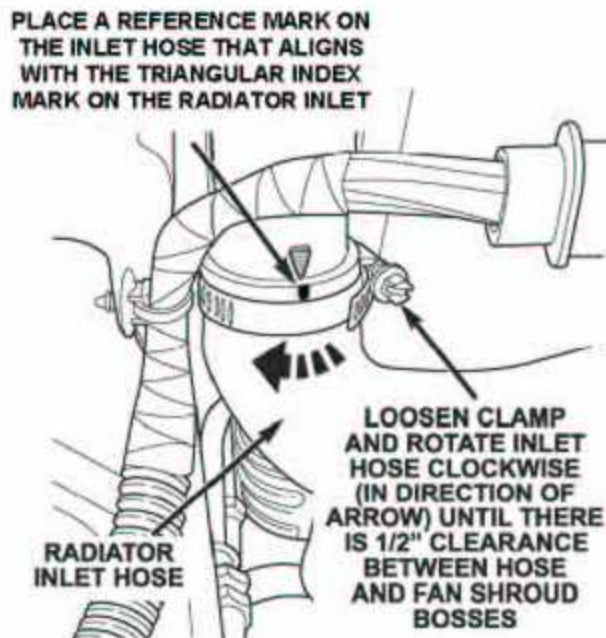


Figure 3

IMPORTANT: Check the clearance again after the hose clamp is tightened to ensure that the proper clearance is maintained.

8. Install the air inlet to air cleaner housing tube.

Service Procedure (Continued)

B. Replace Radiator Inlet Hose:

1. Raise the vehicle on an appropriate hoist.
2. Remove the engine under cover.
3. Attach one end of a hose to the radiator draincock. Place the other end into a clean container.
4. Open the draincock and drain the coolant from the radiator until the coolant level is below the radiator inlet. Close the draincock and save the coolant for later reuse.
5. Lower the vehicle.
6. Loosen the radiator inlet hose clamp at the radiator nipple and disconnect the inlet hose from the radiator. Save the clamp for later reuse.
7. Using a die grinder or cut-off wheel, cut the radiator clamp at the other end of the inlet hose and disconnect the inlet hose from the tee near the top center of the radiator. Discard the inlet hose.

CAUTION: Use care to not damage the plastic tee.

8. Install the provided hose onto the tee and radiator inlet nipple. Rotate the radiator inlet hose clockwise (toward the left front fender) on the radiator nipple until there is $\frac{1}{2}$ " (12.5 mm) clearance between the radiator inlet hose and the radiator fan shroud bosses. Secure the hose with the provided clamp and the original clamp. Tighten the clamps to 29 in-lbs (3.3 N·m).

IMPORTANT: Check the clearance again after the hose clamps are tightened to ensure that the proper clearance is maintained.

9. Install the air inlet to air cleaner housing tube.
10. Fill the radiator with the original saved coolant. Add additional coolant if necessary.
11. With the heater control unit in the HEAT position, operate the engine. Make sure that the coolant recovery reservoir cap is installed.
12. Top off the coolant recovery reservoir as necessary.

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:

	Labor Operation Number	Time Allowance
Inspect radiator inlet hose	07-D1-11-81	0.2 hours
Inspect and reposition radiator inlet hose	07-D1-11-82	0.2 hours
Inspect and replace radiator inlet hose	07-D1-11-83	0.5 hours

Add the cost of the parts package, if necessary, 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

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

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 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 are identified on the form for owner or dealer reference as needed.

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

CUSTOMER SATISFACTION NOTIFICATION – RADIATOR INLET HOSE

Dear Crossfire Owner:

The satisfaction of our customers is very important to DaimlerChrysler. Because of this, we are requesting owners of some **2004 model year Chrysler Crossfire** vehicles to contact their dealer to have the following service performed.

The problem is... **The radiator inlet hose on your Crossfire** (identified on the enclosed form), **may contact the radiator fan shroud. Prolonged inlet hose contact could wear a hole in the hose and cause a loss of engine coolant. This could result in significant engine damage.**

What DaimlerChrysler and your dealer will do... **DaimlerChrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will inspect the inlet hose and reposition or replace it if necessary. 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... ➤ 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.

We are 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
D11

***Buckle up
for Safety***