

10000442

DaimlerChrysler Motors Corporation

INTER COMPANY CORRESPONDENCE



November 4, 2002

To - Name & Department

Case Number

**ZONE MANAGERS**

From - Name & Department

Case Number

J. E. Hilger

Vice President, Global Service

485-03-08

Subject:

**RAPID RESPONSE TRANSMITTAL 02-021**

**5.7L Engine Valve Spring Breakage - 2003 (DR) Ram Truck**

**THIS SHOULD BE A TOP PRIORITY TO PREVENT CUSTOMER DISSATISFACTION.**

A small number of (DR) Ram Trucks equipped with 5.7L engines have valve springs that could break.

Dealers with vehicles in inventory (stock units) or pending delivery should identify affected models based on VIN list and replace the valve springs using existing service manual repair procedures. Repaired vehicles will be removed from dealer inventory and sent to auction. Zone personnel are requested to contact involved dealers regarding vehicle disposition and replacement.

Owners of sold vehicles will be contacted by the DaimlerChrysler Customer Assistance Center (DCCAC) and offered repair, replacement or repurchase options. These negotiations will be on a case by case basis, and will be handled by the DCCAC. If a customer chooses vehicle replacement, their original vehicle should be repaired and returned to them to drive until their replacement vehicle arrives.

Later today the attached DMAIL will be sent to all affected Dodge dealers. The dealers receiving the DMAIL are the "Ship To" dealers and the VIN's listed on their DMAIL are specific to their dealership.

Please ensure that all zone personnel are aware of this information. If you have any questions, please contact Bob Knox in Dealer Technical Operations - Service Technical Support on T/L 754-2668.

J. E. Hilger

Attachment

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