

Dealer Service Instructions for:

Safety Recall No. C27 – Fuel Pump Wiring

Models

2003 (ZB) Dodge Viper

NOTE: This recall applies only to the above vehicles built from August 28, 2002 through September 18, 2002 (MDH 082807 through 091811).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. **Federal law requires you to stop sale and complete this recall service on these vehicles before retail delivery.** Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The fuel pump wiring harness on 69 of the above vehicles may become chafed by the fuel tank heat shield. This could cause the engine to stall which can result in an accident without warning.

Repair

A protective covering must be installed on the fuel pump wiring harness and the edge of the heat shield hole must be covered.

Parts Information

<u>Part Number</u>	<u>Description</u>
CAA0C270	Wiring Protection Package

Each package contains a braided wiring wrap and a piece of slit rubber tubing.

Due to the small number of involved vehicles (only 69 affected vehicles), no parts will be distributed initially. **Dealers should check the Global Recall System on DealerCONNECT to see if they have any involved vehicles and then order the necessary Wiring Protection Packages for scheduled repairs.**

Service Procedure

1. Raise the vehicle on an appropriate hoist.
2. Remove the 21 rear extension belly pan-to-rear fascia bolts and the four (4) rear extension belly pan-to-frame bolts and then remove the rear extension belly pan (Figure 1).
3. Remove the fuel pump wiring harness clip from the frame hole (Figure 2).
4. Inspect the fuel pump wiring harness for damaged wire insulation where it passes through the hole in the fuel tank heat shield (Figure 2). Wrap any damaged wires with high quality electrical tape.

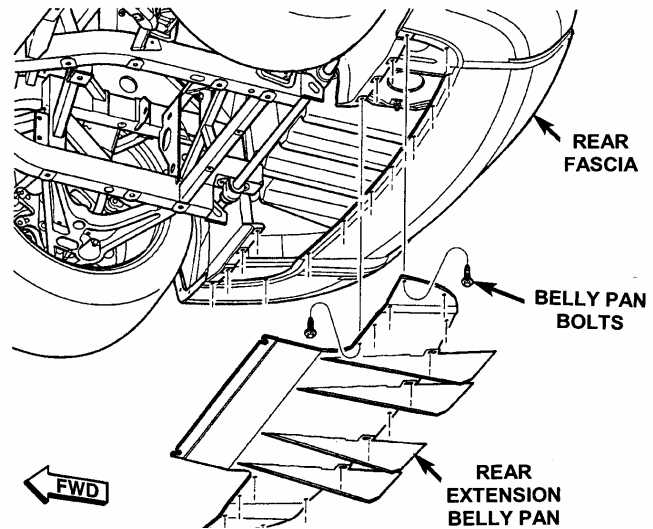


Figure 1

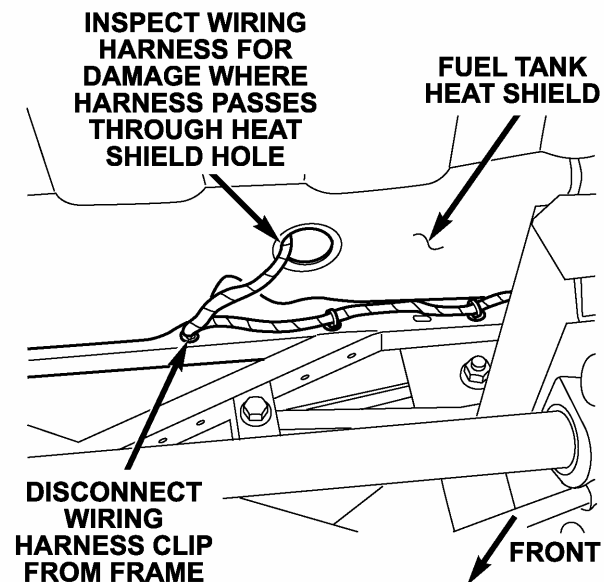
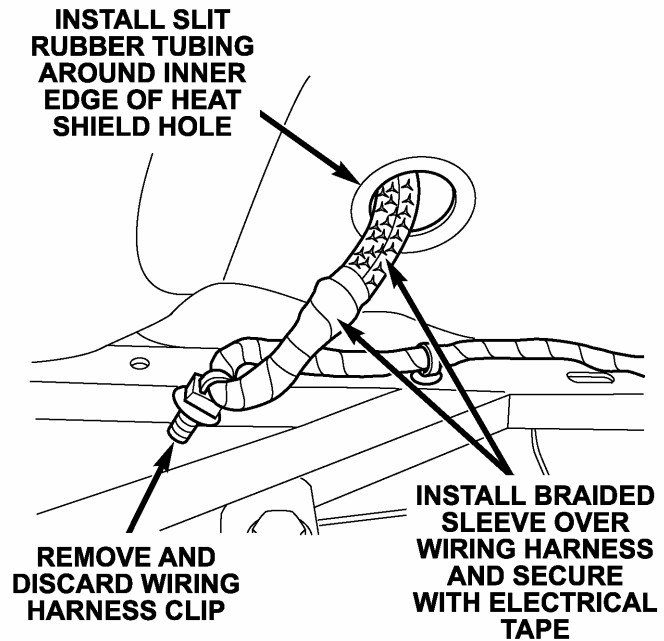


Figure 2

Service Procedure (Continued)

5. Install the provided braided sleeve over the fuel pump wiring harness such that the sleeve is centered where the harness passes through the heat shield hole (Figure 3). Secure the braided sleeve to the harness by wrapping the bottom of the sleeve with electrical tape (use a minimum of three (3) wraps).
6. Install the provided rubber tubing around the edge of the heat shield hole (Figure 3). The tubing has already been slit to ease installation.

**Figure 3**

7. Using a pair of side cutters, remove the clip from the wiring harness (Figure 3). Do NOT reinstall the clip into the frame hole.
8. Install the rear extension belly pan (Figure 1). Tighten the four (4) rear extension belly pan-to-frame bolts to 250 in-lbs (28 N·m). Tighten the 21 rear extension belly pan-to-rear fascia bolts to 35 in-lbs (4 N·m).
9. Lower the vehicle.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DIAL System or on the DealerCONNECT claim entry located on the Service tab. 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:

	Labor Operation Number	Time Allowance
Install wiring harness protective coverings	08-C2-71-82	0.4 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 applicable.

Dealer Notification and Vehicle List

All dealers will receive a copy of this dealer recall notification letter by DMAIL and by first class mail. Two additional copies will be sent through the DCMMS. DealerCONNECT and the MDS2 will be updated to include this recall 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 recall 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 must 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 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.

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

SAFETY RECALL TO PROTECT YOUR VEHICLE'S FUEL PUMP WIRING

Dear Dodge Viper Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has decided that a defect, which relates to motor vehicle safety, exists in some **2003 model year Dodge Viper vehicles**.

The problem is...

The fuel pump wiring on your Viper (identified on the enclosed form) **may become chafed by the fuel tank heat shield. This could cause the engine to stall which can result in a crash without warning.**

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will install a protective wrap on the fuel pump wiring harness and cover the edge of the heat shield. 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 parts 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.

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.

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
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