

Service Bulletins and Recall Notices

Reprint of Vehicle Recall Notice issued by DaimlerChrysler, May 2001 - 973W

Dear Dodge Ram Pick-Up Truck Owner:

We are writing to inform you of a future safety recall on 1994 through 1999 model year Ram pick-up trucks. These trucks have been operated for extended periods in geographic areas using large amounts of road salt for ice and snow removal. This safety action relates to a secondary latch that helps secure your vehicle hood. There is also a primary latch, which is the principle mechanism holding the hood in place. Corrosion of the return spring on the secondary latch may cause the mechanism to bind in the "release position." If the primary latch is not engaged, and if the secondary latch binds, the hood could open unexpectedly.

This recall will include some 1994 and 1995 model year trucks that were involved in a prior safety recall involving the hood latch bracket. We have determined that those vehicles should be further repaired as part of this action.

We expect to send you another notification by the end of this year. At that time, we will ask you to take your vehicle to your dealer for installation of a replacement secondary latch.

During the interim, you can take some simple steps to ensure that your hood is secured. Your truck is equipped with both a primary and a secondary hood latch. If the primary hood latch is engaged, your hood will stay latched despite any corrosion to the secondary hood latch. To ensure the primary hood latch is engaged, open and close your hood strongly then attempt to pull up on the hood. If the primary hood latch is engaged, the hood should not lift.

As a further measure, we ask that you lubricate the secondary hood latch in accordance with the instructions on the back of this sheet. Lubrication will prevent the secondary hood latch from binding. If you prefer, you may make a service appointment with your dealer and your dealer will lubricate the secondary hood latch free of charge.

With these simple steps - ensuring that the primary latch is engaged and lubricating the secondary latch - your hood will stay secure. We will again notify you by letter when it is time to make an appointment with your dealer to have an improved secondary hood latch installed on your truck without charge.

We are sorry for any inconvenience this may cause you. Should you experience any difficulty in obtaining the recall service, please contact DaimlerChrysler Canada Customer Service at 1-800-465-2001 (English) or 1-800-387-9983 (French). We will take the necessary steps to ensure prompt servicing of your vehicle.

Thank you for your attention to this important matter.

Yours very

DaimlerChrysler Canada

National Service Manager

Secondary Hood Latch Lubrication:

1. With the engine Off, release the primary hood latch by pulling the hood release lever located below the steering wheel, at the bottom of the instrument panel.
2. Reach into the opening under the centre of the grille and push up on the secondary hood latch release handle and open the hood (Figure 1).
3. Using Mopar Spray White Lube (Lithium Grease) or equivalent, spray the secondary hood latch pivot and return spring (Figure 1).

4. Push up on the secondary latch release handle several times to ensure that the latch fully returns to closed position and does not bind or stick. Apply additional lubricant as required until the secondary latch operates freely.
5. Close the hood. Pull up on the hood to make sure that the primary latch is engaged.