Dealer Service Instructions for:  

Customer Satisfaction Notification D51 
Anti-Freeze Concentration Level

Models

2005 (LX) Chrysler 300 and Dodge Magnum

NOTE: This notification applies only to the above vehicles built through September 9, 2004 (MDH 090900).

IMPORTANT: Many of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this notification.

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 engine coolant on about 50,000 of the above vehicles may have a low (weak) anti-freeze concentration level. A low anti-freeze concentration level can cause the engine to overheat in cold ambient temperatures.

Repair

The engine coolant anti-freeze concentration must be tested and new coolant must be added to strengthen the concentration if necessary.
Part Number Description
05066386AA Antifreeze/Coolant, Mopar® (5 year/100,000 Mile Formula) (with Hybrid Organic Additive Technology (HOAT) corrosion inhibitors)

Special Tools

The following special tools apply to this service procedure:

- 8195 Coolant Funnel
- 8286* Refractometer
- W-106* Ethylene Glycol Anti-Freeze Tester

* Either the refractometer or the supplied ethylene glycol anti-freeze tester can be used to perform this service procedure.

NOTE: **One** ethylene glycol anti-freeze tester (Part No. W-106) was shipped to all Chrysler, Dodge and Jeep® dealers free of charge through teamPSE (PentaStar Service Equipment) in November, 2004.

Additional testers may be ordered through teamPSE at dealer cost by calling 1-800-223-5623. Additional testers are NOT reimbursable by DaimlerChrysler.

CAUTION: Use only the testers listed above or other equivalent testers that are designed for “HOAT” long life anti-freeze.
NOTE: This procedure allows the coolant concentration to be changed without introducing air into the engine’s cooling system.

CAUTION: These vehicles contain aluminum engine components which require special corrosion protection. Only Mopar Antifreeze/Coolant (5 year/100,000 Mile Formula) with Hybrid Organic Additive Technology (HOAT) corrosion inhibitors is recommended (P/N 05066386AA).

1. Use the provided coolant tester (P/N W-106 or equivalent) or a refractometer (Special Tool #8286) to check the coolant concentration in the engine’s cooling system. A proper concentration will have a freeze protection reading of -34°F (-37°C) or lower.

2. If the coolant concentration is within -34°F (-37°C) or lower, no further action is required. Return the vehicle to the customer.

3. If the coolant is not within the proper range, use the chart below to determine how much coolant must be drained and how much new (undiluted) coolant must be added in order to bring the freeze protection to the appropriate -40°F (-40°C) concentration.

<table>
<thead>
<tr>
<th>COOLANT CONCENTRATION CORRECTION CHART</th>
<th>The amount of coolant to be drained and the amount of new (undiluted) coolant to add in order to bring the freeze protection to approximately -40°F (-40°C)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coolant Concentration level</td>
<td>Amount of Coolant to Drain and New Coolant to Add 2.7L Engine</td>
</tr>
<tr>
<td>0°F (-18°C)</td>
<td>2.7 Qt. (2.5L)</td>
</tr>
<tr>
<td>-5°F (-21°C)</td>
<td>2.3 Qt. (2.2L)</td>
</tr>
<tr>
<td>-10°F (-24°C)</td>
<td>2.0 Qt. (1.9L)</td>
</tr>
<tr>
<td>-15°F (-26°C)</td>
<td>1.6 Qt. (1.5L)</td>
</tr>
<tr>
<td>-20°F (-29°C)</td>
<td>1.3 Qt. (1.2L)</td>
</tr>
<tr>
<td>-25°F (-32°C)</td>
<td>1.0 Qt. (0.9L)</td>
</tr>
<tr>
<td>-30°F (-35°C)</td>
<td>0.6 Qt. (0.6L)</td>
</tr>
<tr>
<td>-33°F (-36°C)</td>
<td>0.4 Qt. (0.4L)</td>
</tr>
<tr>
<td>-34°F (-37°C) or lower</td>
<td>No Action Required</td>
</tr>
</tbody>
</table>
4. Correct the coolant concentration using the procedure below:

   a. Note the coolant level in the engine coolant bottle.

   b. Pour the appropriate amount of new (undiluted) coolant (Refer to Coolant Concentration Correction Chart) into a clean container.

   c. Carefully remove the engine coolant bottle pressure cap.

      **WARNING:** Hot, pressurized coolant can cause injury by scalding.

   d. Attach funnel tool (Special Tool #8195) to the engine coolant bottle opening (Figure 1).

   e. Open the radiator draincock to drain out the same amount of coolant as you are adding. Add new coolant (measured amount from the clean container) into the funnel while the coolant is draining from the radiator. Do not allow the coolant level to go below the “MIN” line on the vehicle coolant bottle.

      **CAUTION:** It is important to add new coolant at the same time the old coolant is being drained. Always keep the coolant level above the “MIN” line in the coolant bottle while correcting the coolant concentration. This will prevent air from entering the cooling system and eliminate the need to purge air from the cooling system.

   f. Close the radiator draincock (hand tighten only) when the required amount of new coolant has been added and the coolant is at the original level in the bottle.

   g. Remove the funnel from the engine coolant bottle and install the pressure cap.

5. Dispose of the old coolant that was drained from the vehicle in accordance with state and local environmental laws.
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:

<table>
<thead>
<tr>
<th>Labor Operation Number</th>
<th>Time Allowance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check anti-freeze concentration</td>
<td>07-D5-11-81</td>
</tr>
<tr>
<td>Check anti-freeze concentration and adjust as required</td>
<td>07-D5-11-82</td>
</tr>
</tbody>
</table>

Add the cost of the anti-freeze plus applicable dealer allowance to your claim.

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. To view this notification on DealerCONNECT, select TechCONNECT on the Service tab, click on “Search Service Bulletins/Recalls”, enter the notification code and then click on the “Search” button.

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.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this notification. This repair does not require hoists or other full service facility special equipment and is a DaimlerChrysler Mobile Service approved repair.
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.

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
CUSTOMER SATISFACTION NOTIFICATION – ANTI-FREEZE CONCENTRATION LEVEL

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 engine coolant in your vehicle (VIN: xxxxxxxxxxxxxxxxx) may have a low (weak) anti-freeze concentration level. A low anti-freeze concentration level can cause the engine to overheat in cold ambient temperatures.

What your dealer will do... DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will test the coolant concentration level and adjust the mixture as required. 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. 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 (VVVVVVVVV) and notification code D51 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 D51