



**International Carwash Association**  
*Serving the Professional Car Care Industry*

401 N. Michigan Avenue  
Chicago, Illinois 60611-4267  
**P 312.321.5199**  
F 312.245.1085  
e-mail: [ica@smithbucklin.com](mailto:ica@smithbucklin.com)  
[www.CarCareCentral.com](http://www.CarCareCentral.com)

## **2002 Dodge Ram Pickup Truck Standard Side View Mirror**

DaimlerChrysler has recently issued Safety Recall C10 in accordance with the National Traffic and Motor Vehicle Safety Act. The recall states that a defect, which relates to motor vehicle safety, exists in some 2002 model year Dodge Ram 1500 Pickup Trucks with the standard 6"x 9" mirror.

The problem is a retainer in the side view mirrors of the truck may separate and allow the mirror(s) to rotate out of position. DaimlerChrysler dealers will repair the mirror free of charge (parts and labor) by installing new retainers on the side view mirrors. The work will take about ½ hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

If a Dodge Ram mirror should break in your car wash, have your customer contact their dealership for the described repair. If you or your customer have any questions or concerns which the dealer is unable to resolve, have them contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403.

If you or your customer have already experienced the problem described above and have paid to have it repaired, send the original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, Attention: Reimbursement.

If the dealer fails or is unable to remedy this defect without charge and within a reasonable time, you or your customer 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.

The International Carwash Association would like to thank DaimlerChrysler for identifying and providing corrective action regarding this issue.

If there are any questions about the repair or payment of the mirrors (6"x 9" only), please contact Joe Ward, Director of Engineering, through the ICA Office in Chicago at [ica@sba.com](mailto:ica@sba.com) or 888-422-8422.