

DAIMLERCHRYSLER

2004 APR -1 P 2:16

DEFECTS INVESTIGATION

DaimlerChrysler Corporation
Stephan J. Speth
Director
Vehicle Compliance & Safety Affairs

March 31, 2004

Mr. Kenneth N. Weinstein
Associate Administrator, Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Mr. Weinstein:

Reference: NHTSA Identification Number 04V-099

Enclosed is a representative copy of additional communications relating to the 2004 model year vehicles involved in the referenced recall.

This completes DaimlerChrysler's package of information for this recall as required by the Defects Report Regulation.

Sincerely,



Stephan J. Speth, Director
Vehicle Compliance and Safety Affairs

Enclosure: Freightliner E-Mail – Safety Recall No. D12
Dealer Notification Letter – Safety Recall No. D12

cc: K. C. DeMeter

*To:dlrall\$1,dlrall\$2,dlrall\$3,dlrall\$4,SPRINTERALL\$

ATTN: Service and Sales Managers

Safety Recall #D12 - Roof Foam Inserts

STOP SALE ORDER

Involved Vehicles:

2004 (VA) Dodge or Freightliner Sprinter (2500/3500) vehicles with "Cargo Partition Provisions" (sales code XJZ) built from October 1, 2003 through December 31, 2003 (MDH 1001XX through 1231XX).

Roof foam inserts on about 100 of the above vehicles may not have been installed. Sprinter vehicles built without roof foam inserts fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 201 - Occupant Protection in Interior Impact. This could increase the risk of injury to front seat occupants during certain crash conditions.

IMPORTANT: ACCORDING TO OUR RECORDS, MOST OF THE INVOLVED VEHICLES ARE STILL IN DEALER NEW VEHICLE INVENTORY. FEDERAL LAW REQUIRES YOU TO STOP SALE AND COMPLETE THIS RECALL SERVICE ON THESE VEHICLES BEFORE RETAIL DELIVERY.

VIN LISTS ON DealerCONNECT GLOBAL RECALL SYSTEM:

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) for dealer inquiry as needed. To use this system, click on the "Service" tab and then click on "Global Recall System." Your dealer's VIN list for this recall can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence. If D12 is not listed, there are no involved vehicles assigned to your dealer code.

The above recall is being mailed today to all dealers by FIRST CLASS MAIL in an orange-bordered envelope that reads:

RECALL MATERIAL ENCLOSED
IMMEDIATE ACTION REQUIRED

The envelope contains one copy of the dealer recall service instruction letter and a VIN listing for the involved vehicles your dealership was invoiced. Please advise your appropriate personnel to forward the orange-bordered recall envelope to your Service manager as soon as it is received.

THE OWNER NOTIFICATION MAILING FOR THIS RECALL WILL BEGIN IN ABOUT ONE WEEK.

If you have not already done so, please take the time to ensure that

your personnel are prepared to execute a customer friendly process for inquiries, scheduling and repairing the involved vehicles.

Additional copies of the recall notification letter will be forwarded via DCMS mail and DealerCONNECT in the near future.

The entire dealer recall notification letter (excluding graphics) is provided below for your information.

Customer Services Field Operations
DaimlerChrysler Corporation

March 2004
Dealer Service Instructions for:
Safety Recall No. D12
Roof Foam Inserts

Models

2004 (VA) Dodge Sprinter 2500/3500

(VA) Freightliner Sprinter 2500/3500

NOTE: This recall applies only to the above vehicles built from October 1, 2003 through December 31, 2003 (MDH 1001XX through 1231XX) equipped with "Cargo Partition Provisions" (sales code XJZ).

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

Roof foam inserts on about 100 of the above vehicles may not have been installed. Sprinter vehicles built without roof foam inserts fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 201 - Occupant Protection in Interior Impact. This could increase the risk of injury to front seat occupants during certain crash conditions.

Repair

Vehicles must be inspected for the presence of roof foam inserts. Vehicles found without the roof foam inserts must have them installed.

Parts Information

Part Number	Description	VIN List Part Type Code
CBA0D121	Roof Foam Insert Package (standard roof)	1
CBA0D123	Roof Foam Insert Package (high roof)	3

Each package contains one right side and one left side roof foam insert.

Each dealer to whom vehicles in the recall were invoiced will receive enough Roof Foam Insert Packages to service about 25% of those vehicles.

Service Procedure

1. Open the rear doors and inspect for black roof foam inserts located just behind the front seats near the roof (Figure 1).

. If the roof foam inserts are present on both sides as shown in Figure 1, no further action is required. Return the vehicle to the customer.

. If no roof foam inserts are present, roof foam inserts must be installed. Continue with Step 2 of this procedure.

2. Detach the door weather seal from the upper end of the A-pillar to the lower end of the B-pillar on the driver and passenger side door openings (Figure 2).

3. Move both front seats to the full forward position.

4. Detach the B-pillar trim panel from the B-pillar on the driver and passenger sides of the vehicle (Figure 3).

NOTE: The seatbelt assembly does not require removal. Detach B-pillar trim panel and allow it to hang loosely in the seatbelt (Figure 3).

5. Detach the edge guard on left and right side of the partition wall attachment plate (Figure 4).

6. Using a trim stick, unclip the rear edge of the headliner along the roof bow.

7. While pulling the headliner down slightly, install the right and left side roof foam inserts as shown in Figure 5.

NOTE: The roof foam inserts on the left-hand side must engage with the molded lug in the opening of the roof edge support.

8. Using a small screwdriver, carefully remove any headliner clips that may have remained in the roof bow.

9. Insert the headliner retaining clips removed in Step 8 into the recesses in the headliner.

NOTE: Replace any damaged headliner retaining clips (P/N 05125569AA) if required.

10. Attach the rear edge of the headliner by snapping headliner clips into the roof bow.

NOTE: The headliner clips must be installed onto the headliner prior to attaching the headliner to the roof bow.

11. Attach the edge guard onto the left and right partition wall attachment plate (Figure 4).

12. Remove any retaining clips that remained in the B-pillar and attach the clips to the lugs on the B-pillar trim panel.

13. Install the right and left side B-pillar trim panels (Figure 3).

14. Verify that the seat belt height adjusters function properly.

15. Install the door weather seal on driver and passenger side door openings (Figure 2).

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 recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect for Roof Foam Inserts	23-D1-21-81	0.2 hours
Install Roof Foam Inserts	23-D1-21-82	0.5 hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

NOTE: Dodge dealers 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/EMAIL and by first class mail. Two additional copies will be sent through the DCMMMS. DealerCONNECT 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.

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

Additional Information

If you have any questions or need assistance in completing this recall, please contact your Service and Parts District Manager.

Customer Services Field Operations
DaimlerChrysler Corporation

ATTN: Service and Sales Managers

**Safety Recall #D12 - Roof Foam Inserts
STOP SALE ORDER**

Involved Vehicles:

2004 (VA) Dodge or Freightliner Sprinter (2500/3500) vehicles with "Cargo Partition Provisions" (sales code XJZ) built from October 1, 2003 through December 31, 2003 (MDH 1001XX through 1231XX).

Roof foam inserts on about 100 of the above vehicles may not have been installed. Sprinter vehicles built without roof foam inserts fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 201 - Occupant Protection in Interior Impact. This could increase the risk of injury to front seat occupants during certain crash conditions.

IMPORTANT: ACCORDING TO OUR RECORDS, MOST OF THE INVOLVED VEHICLES ARE STILL IN DEALER NEW VEHICLE INVENTORY. FEDERAL LAW REQUIRES YOU TO STOP SALE AND COMPLETE THIS RECALL SERVICE ON THESE VEHICLES BEFORE RETAIL DELIVERY.

VIN LISTS ON DealerCONNECT GLOBAL RECALL SYSTEM:

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) for dealer inquiry as needed. To use this system, click on the "Service" tab and then click on "Global Recall System." Your dealer's VIN list for this recall can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence. If D12 is not listed, there are no involved vehicles assigned to your dealer code.

The above recall is being mailed today to all dealers by FIRST CLASS MAIL in an orange-bordered envelope that reads:

**RECALL MATERIAL ENCLOSED
IMMEDIATE ACTION REQUIRED**

The envelope contains one copy of the dealer recall service instruction letter and a VIN listing for the involved vehicles your dealership was invoiced. Please advise your appropriate personnel to forward the orange-bordered recall envelope to your Service manager as soon as it is received.

THE OWNER NOTIFICATION MAILING FOR THIS RECALL WILL BEGIN IN ABOUT ONE WEEK.

If you have not already done so, please take the time to ensure that your personnel are prepared to execute a customer friendly process for inquiries, scheduling and repairing the involved vehicles.

Additional copies of the recall notification letter will be forwarded via DCMMS mail and DealerCONNECT in the near future.

The entire dealer recall notification letter is provided below for your information.

Customer Services Field Operations
DaimlerChrysler Corporation



D12 Owner.pdf D12 Dealer.pdf