

# DAIMLERCHRYSLER

## SAFETY RECALL – ROOF FOAM INSERTS

Dear Sprinter 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 some **2004 model year Dodge or Freightliner Sprinter 2500/3500 vehicles** fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 201 – Occupant Protection in Interior Impact.

***The problem is...***

**Roof foam inserts for your Sprinter vehicle (identified on the enclosed form) may not have been installed. Sprinter vehicles built without roof foam inserts fail to conform to FMVSS No. 201 – Occupant Protection in Interior Impact. This could increase the risk of injury to front seat occupants during certain crash conditions.**

***What DaimlerChrysler and your dealer will do...***

**DaimlerChrysler will inspect and/or repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect your vehicle for the presence of roof foam inserts. The inspection will only take a few minutes to complete. If roof foam inserts need to be installed the work will take approximately 1/2 hour. 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.**
- **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 non-compliance 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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