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OFFICE OF
DEFECTS INVESTIGATION

DaimlerChrysler Corporation

Stephan J. Speth

Director

Vehicle Compliance & Safety Affairs

March 25, 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 are representative copies of communications relating to the 2004 model year vehicles involved in the referenced recall. DaimlerChrysler expects to begin owner notification during the week of April 5, 2004. The exact number of manufactured vehicles in the recall is 108.

The involved Vehicle Identification Number range is:

<u>Low</u>	<u>High</u>
45583289	45598213

(VIN last eight characters) - 4 = 2004 model year; 5 = Duesseldorf Assembly Plant, Duesseldorf, Germany; and the last six digits = sequential number.

We caution that the above range represents only the lowest and highest VIN sequential numbers included in the recall. This range cannot be used to determine conclusively that a vehicle is involved in the recall because most vehicles with a VIN within the range are not affected by the 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: Recall #D12

cc: K. C. DeMeter

DAIMLERCHRYSLER

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

<u>Part Number</u>	<u>Description</u>	<u>VIN List Part Type Code</u>
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.

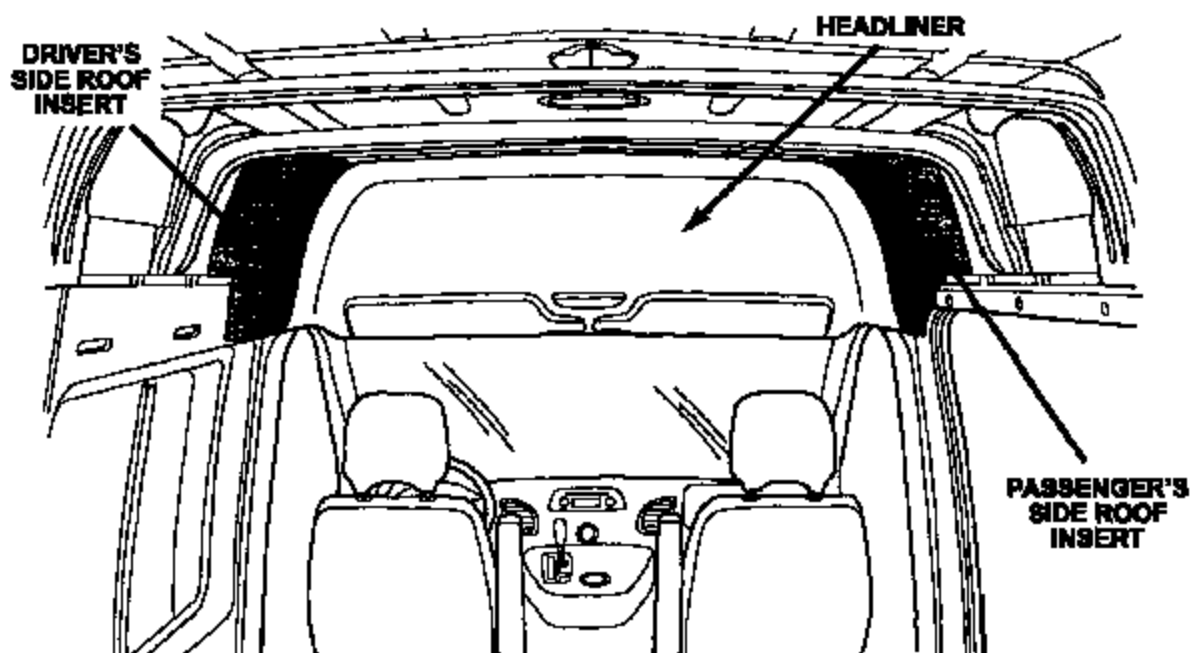


Figure 1 – High Roof Model Shown

Service Procedure (Continued)

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.

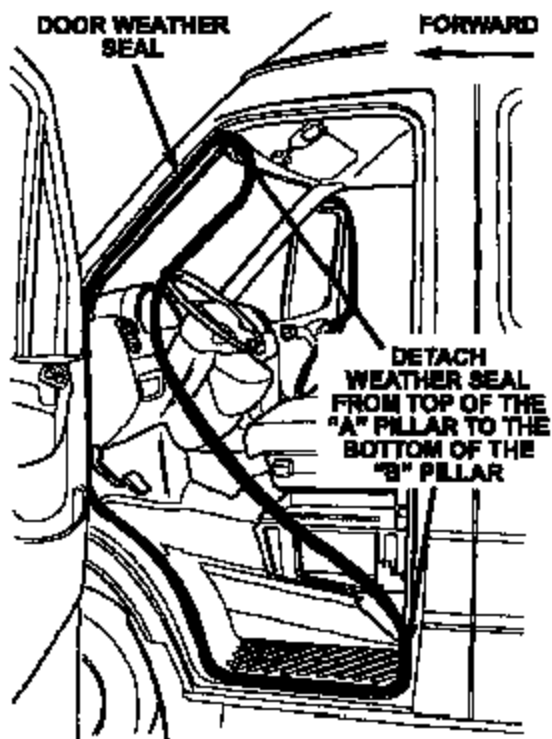


Figure 2 – Drivers Side Shown

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).

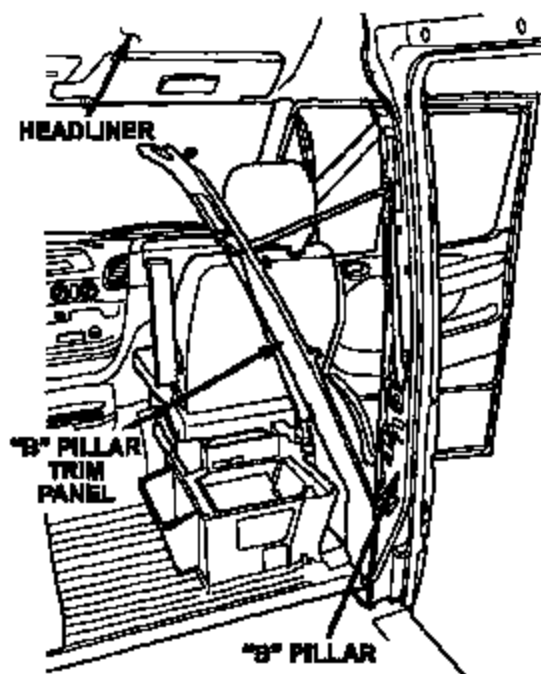


Figure 3 – Passenger Side Shown

Service Procedure (Continued)

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.

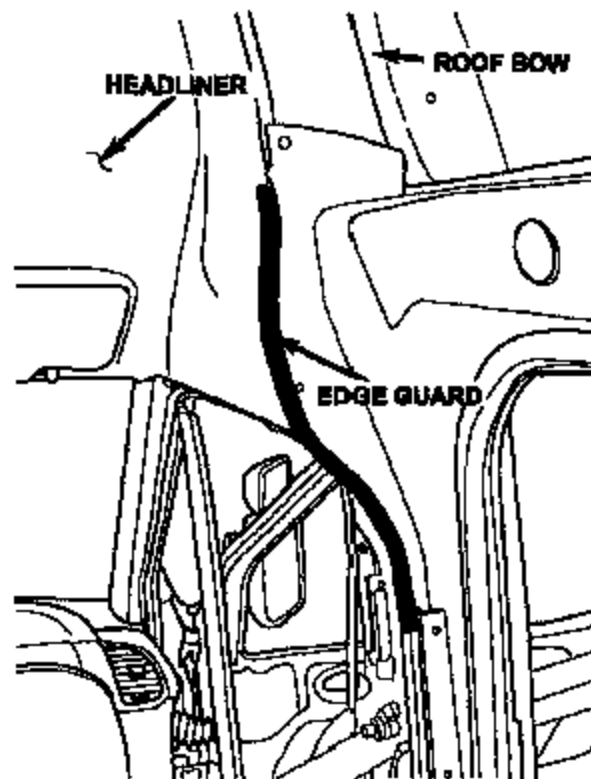


Figure 4 – Passenger Side Shown

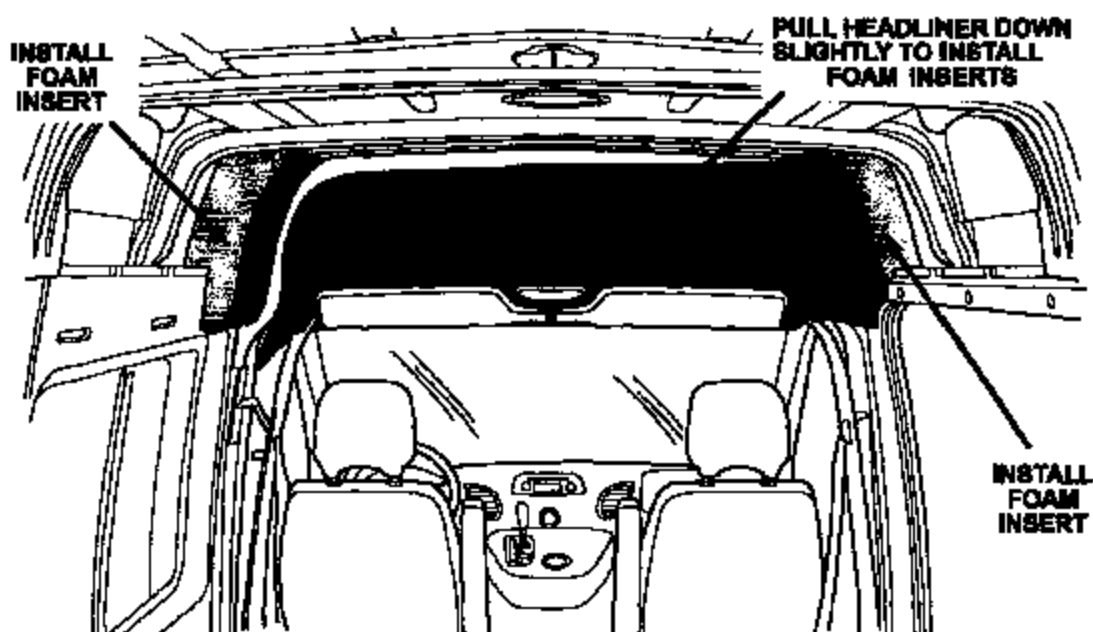


Figure 5 – High Roof Shown

Service Procedure (Continued)

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 DCMMS. 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

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
D12