



## **SAFETY RECALL H09 –HEAD IMPACT PROTECTION PADS**

Dear: (Name)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has decided that some **2007 and 2008 model year Dodge and Freightliner Sprinter 2500 models** fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 201U “Occupant Protection in Interior Impact.”

***The problem is...*** Rear seating head impact protection pads may not have been installed on your Sprinter (VIN: xxxxxxxxxxxxxxxxxxxx) during vehicle assembly. This could increase the risk of injury to rear seat occupants if the vehicle is involved in a crash under certain conditions.

***What your dealer will do...*** Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect your vehicle for rear head impact protection pads and install them if necessary. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

***What you must do to ensure your safety...*** Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your 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 Chrysler at 1-800-853-1403.

Please help us update our records, by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle.

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: Chrysler Recall Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

If your dealer fails or is unable to remedy this noncompliance without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations  
Chrysler  
Notification Code H09

*Buckle up  
for Safety!*

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.