



April 8, 2008

Mr. Daniel Smith
Associate Administrator, Safety Assurance
National Highway Traffic Safety Administration
1200 New Jersey Ave. S.W.
Washington, D.C. 20590

Dear Mr. Smith:

Reference: NHTSA Identification Number 08V-109

Enclosed are representative copies of communications relating to the 2007 and 2008 model year vehicles involved in the referenced recall. Chrysler expects to notify dealers on April 9, 2008 and to begin owner notification when an adequate quantity of parts is available. The exact number of manufactured vehicles in the recall is 573.

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

Sincerely,

A handwritten signature in cursive script, appearing to read "S. J. Speth".

Stephan J. Speth, Director
Vehicle Compliance and Safety Affairs

Enclosure: Dealer and Owner Letter for Recall H09

cc: K.C. DeMeter



April 2008

Dealer Service Instructions for:

Safety Recall N09

Head Impact Protection Pads

Models

2007-2008 (VB) Dodge Sprinter 2500

2007-2008 (VB) Freightliner Sprinter 2500

NOTE: This recall applies only to the above vehicles equipped with a 144 inch wheel base and standard roof height built from August 26, 2006 through January 15, 2008 (MDH 082601 through 011501).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to 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

Rear seating head impact protection pads on about 570 of the above vehicles may not have been installed 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. Accordingly, these vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 201U "Occupant Protection in Interior Impact."

Repair

Involved vehicles must be inspected for the presence of rear head impact protection pads. Vehicles found without head impact protection pads must have them installed.

NOTE: The owner notification for this recall will be delayed until an adequate quantity of parts is available.

Parts Information

NOTE: Your patience is requested as we expedite parts for this recall. Dealers are initially asked to only order parts for vehicles with a prospective buyer for installation prior to delivery.

<u>Part Number</u>	<u>Description</u>
CBAAH090	Head Impact Protection Pad Packages

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
2	Head impact protection pads
2	Velcro® Strips (2.5" x 2")
2	Velcro® Strips (4.5" x 2")

Service Procedure

1. Inspect the headliner at the C-pillar for the presence of a left and right head impact protection pad:
 - Vehicles found with head impact protection pads attached to the headliner at the C-pillar do not require any additional repairs. Return the vehicle to the customer.
 - Vehicles found without a left and right head impact protection pad attached to the headliner at the C-pillar, continue with Step 2.
2. Using a pair of diagonal pliers (Snap-on 87ACP or equivalent), cut off the two (2) plastic pegs on the back of each of the new head impact protection pad flush to the pad surface.
3. Remove the plastic backing from the Velcro® strip that came on each head impact protection pad.

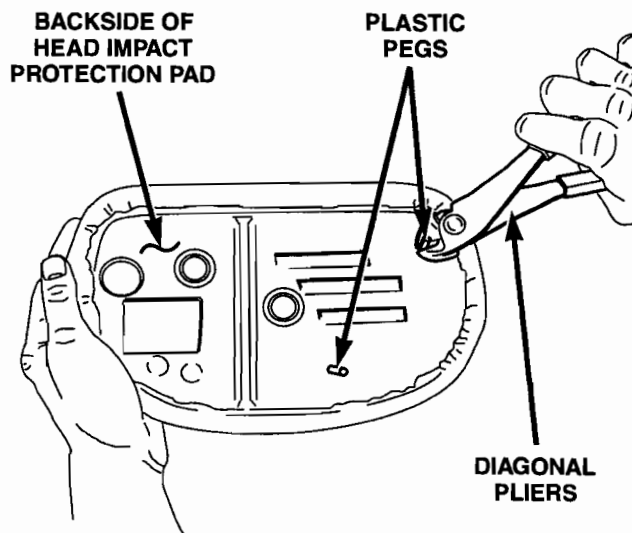


Figure 1

CAUTION: Do not remove the Velcro® from the back of the pad.

Service Procedure (Continued)

4. Remove the plastic backing from one side of the small piece of Velcro® (2.5" x 2") and install it on the short side of the back of each head impact protection pad as shown in Figure 2. Leave approximately 1/2 in. (13 mm) gap between the Velcro® strip and the divider (Figure 2).

NOTE: The new piece of Velcro® will cover the original piece of Velcro® that came on the head impact protection pad.

5. Remove the plastic backing from one side of the large piece of Velcro® (4.5" x 2") and install it on the long side of the back of each head impact protection pad as shown in Figure 2. Leave approximately 1/2 in. (13 mm) gap between the Velcro® strip and the divider (Figure 2).

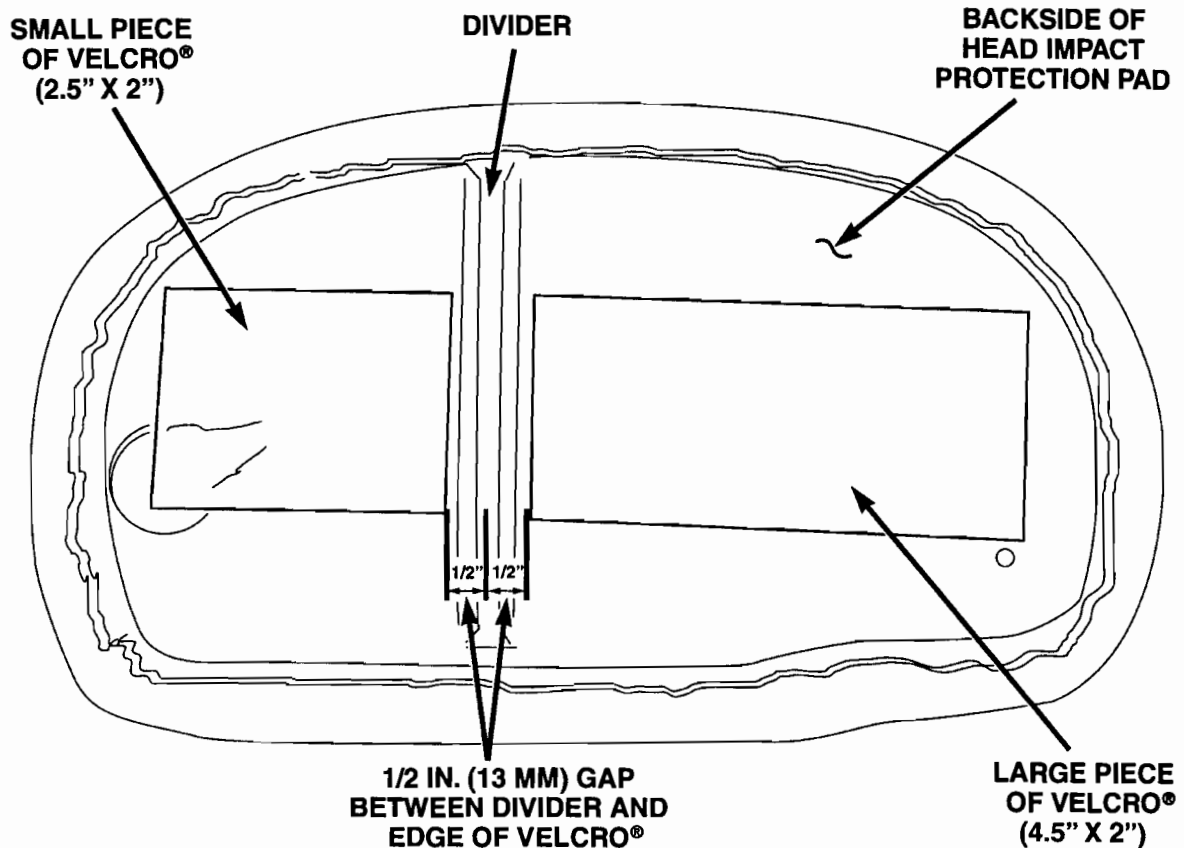


Figure 2 – Right Side Shown

Service Procedure (Continued)

6. Test fit the right head impact protection pad onto the headliner. There is a seam in the headliner located at the C-pillar that must line up with the divider on the back of the head impact protection pad (Figure 3).
7. Once appropriate placement for the right head impact protection pad has been determined, remove the plastic backing from both of the Velcro® strips.
8. Place the right head impact protection pad in the predetermined location and apply force for approximately 15 seconds to bond the pad to the headliner.
9. Repeat Steps 5 through 7 on the left side head impact protection pad.

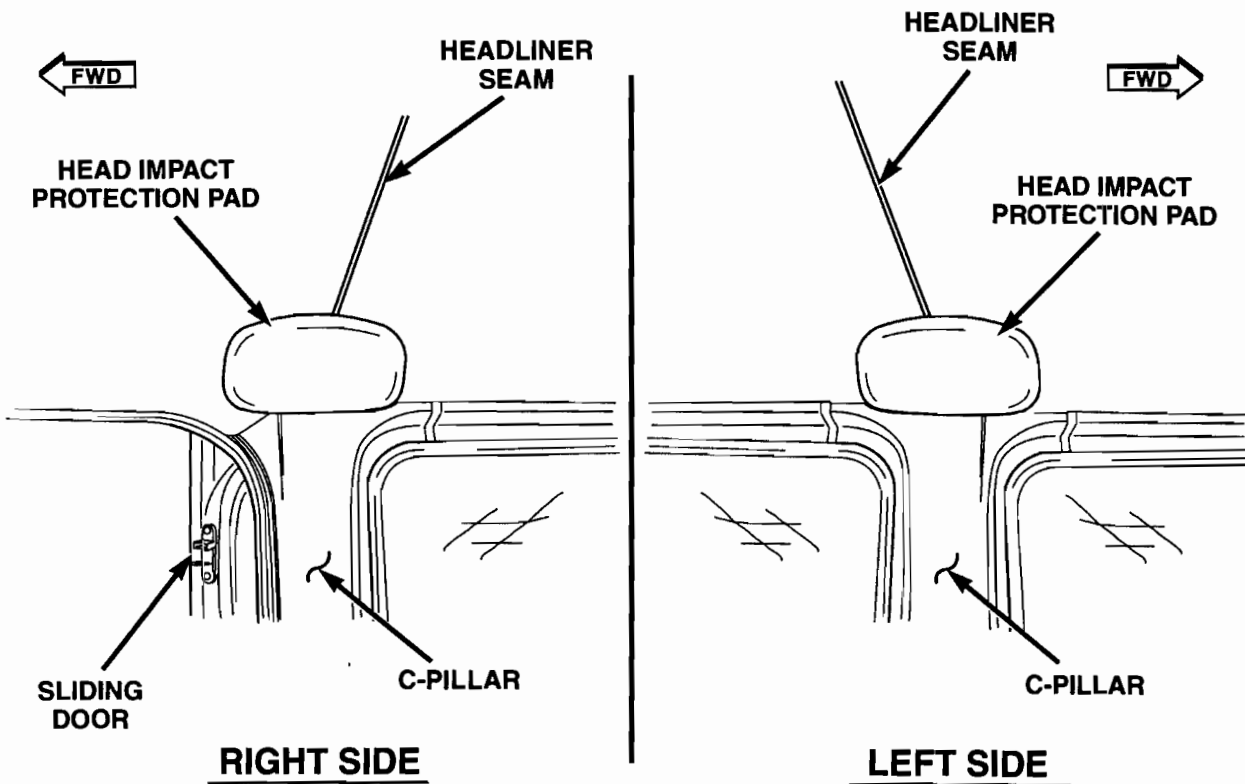


Figure 3

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 Chrysler 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 head impact protection pads	23-H0-91-81	0.2 hours
Inspect for and install head impact protection pads	23-H0-91-82	0.3 hours

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

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

All dealers will receive one copy of this dealer recall notification letter by mail. To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to Chrysler are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

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 Chrysler Mobile Service approved repair.

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.

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.

Additional Information

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

Customer Services Field Operations
Chrysler



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.