



February 3, 2009

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

Dear Mr. Smith:

Reference: NHTSA Identification Number 08V-339

Enclosed are representative copies of communications relating to the 2002, 2003, 2004 and 2006 model year vehicles involved in the referenced recall. Chrysler expects to notify dealers during the week of February 9, 2009 and to begin owner notification during the week of February 16, 2009. The exact number of manufactured vehicles in the recall is 10.

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 "Lawrence J. Sak".

Lawrence J. Sak
Vehicle Compliance and Safety Affairs

Enclosure: Dealer and Owner Letter for Recall H25

cc: K.C. DeMeter



CHRYSLER

February 2009

Dealer Service Instructions for:

Safety Recall H25 Steering Column

Models

2003-2004 (VA) Dodge Sprinter

2002-2003 (VA) Freightliner Sprinter

2006 (VA) Dodge Sprinter

NOTE: This recall applies only to the above vehicles that have had the steering column replaced with a Mopar service steering column.

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Mopar service replacement steering column on about 10 of the above vehicles may have welds that could crack. This could allow the steering column to detach and cause a crash without warning.

Repair

The steering column must be replaced.

NOTE: VIN specific part number application information is available through the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) system.

Parts Information

Reminder: VIN specific part number application information is available through the DealerCONNECT GRS and VIP system.

To use GRS, enter DealerCONNECT, click on the “**Service**” tab, click on “**Global Recall System**,” enter the **recall number** in the “Recall Code:” box, and select “VIN” in the “List By:” drop down menu.

To use VIP, enter DealerCONNECT, click on the “**Service**” tab, click on “**Single VIN Inquiry**,” enter the **VIN and mileage**, click “**View**,” click on the “Coverages” tab and click on the “**Recall**” tab.

<u>Part Number</u>	<u>Description</u>
05129396AB	Steering Column

<u>Part Number</u>	<u>Description</u>
05104563AB	Steering Column

<u>Part Number</u>	<u>Description</u>
05104564AB	Steering Column

NOTE: Due to the small number of involved vehicles, no parts will be distributed initially.

Service Procedure

1. Turn the steering wheel and lock the steering wheel in the straight ahead position.

CAUTION: The position of the steering gear must not be altered again for the entire duration of the work procedure.

2. Disconnect the battery.

WARNING: To avoid personal injury or death, on vehicles equipped with airbags, disable the supplemental restraint system before performing this service procedure. Disconnect and isolate the battery negative (ground) cable, then wait two minutes for the system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the supplemental restraint system. Failure to take the proper precautions could result in accidental airbag deployment.

3. Remove the two airbag module retaining fasteners and remove the airbag module from the steering wheel.
4. Remove the steering wheel retaining bolt.
5. Disconnect the horn wiring ground terminal at the horn switch.
6. Remove the steering wheel.
7. Remove the steering column fuse cover.
8. Remove the upper and lower steering column covers (Figure 1).
9. Remove the two fuse block mounting screws and pull the fuse block off the steering column.
10. Disconnect the fuse block wiring connectors from the fuse block and set the fuse block aside.

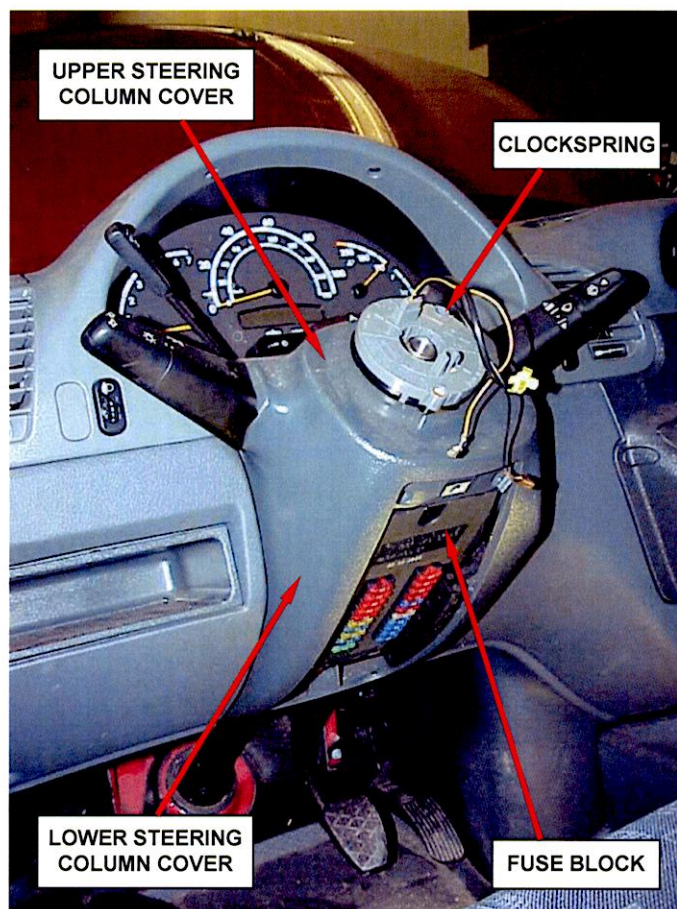


Figure 1

Service Procedure (Continued)

11. Disconnect the red and black clockspring connectors.
12. Unscrew the clockspring retaining bolts just enough to be able to remove the clockspring. Do not twist or disassemble the clockspring. Carefully remove the clockspring.
13. Remove the black plastic clockspring rotor (Figure 2).
14. Remove the two multifunction switch retaining screws, disconnect the electrical connectors and remove the multifunction switch (Figure 2).
15. Remove the brake pedal return spring.
16. Remove the two screws that hold the park interlock cable to the lock cylinder and carefully separate the cable housing from the lock cylinder housing.
17. Remove the steering shaft pinch bolt located at the steering gear.
18. Remove the two steering column mounting bolts.
19. With the help of an assistant, remove the steering column from the vehicle.
20. Drill the heads off the key cylinder housing retaining bolts (Figure 3).
21. Transfer the lock cylinder housing onto the new steering column.
22. Install the retaining strap and retaining bolts. Tighten the retaining bolts until the break-away head of the bolt snaps off.

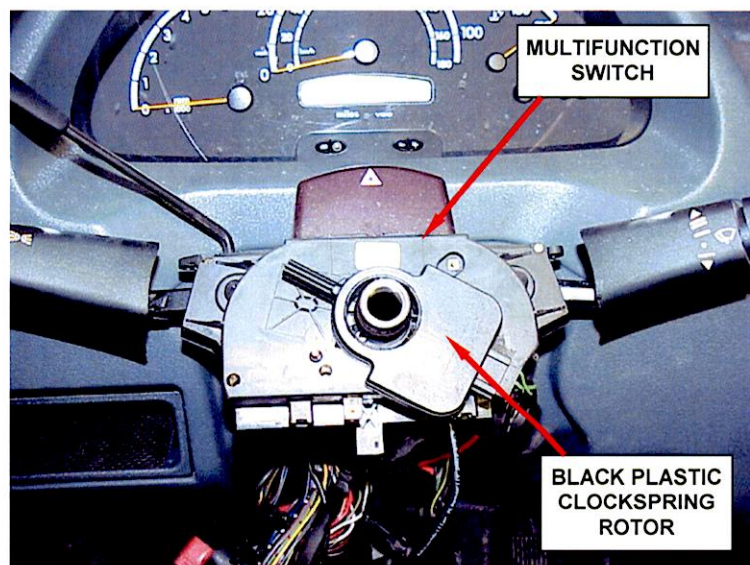


Figure 2

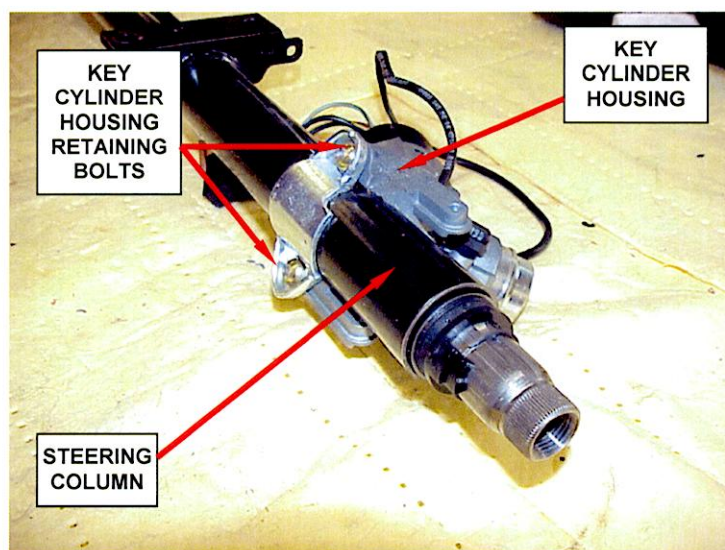


Figure 3

Service Procedure (Continued)

23. With the help of an assistant, install the new steering column into the vehicle while connecting the lower steering shaft of the steering column to the steering gear shaft.
24. Install the steering gear shaft pinch bolt. Tighten the bolt to 18 ft. lbs. (24 N·m).
25. Place the steering column into position and install the two steering column mounting bolts. Tighten the bolt to 18 ft. lbs. (24 N·m).
26. Connect the park interlock cable housing to the lock cylinder housing and install the two retaining screws.
27. Install the brake pedal return spring.
28. Place the multifunction switch into position and install the two retaining screws.
29. Connect the multifunction switch electrical connector to the vehicle body harness.
30. Install the black plastic clockspring rotor (Figure 2).
31. Install the clockspring into position and tighten the clockspring retaining bolts to 18 in lbs. (2 N·m).
32. Connect the red and black clockspring connectors.
33. Using plastic tie straps, secure the wiring harnesses to the steering column.
34. Connect the fuse block wiring connectors to the fuse block.
35. Place the fuse block into position on the steering column and install the two retaining screws.
36. Install the upper and lower steering column covers (Figure 1).
37. Install the steering column fuse cover.
38. Feed the clockspring wiring through the opening in the steering wheel and then install the steering wheel.

Service Procedure (Continued)

39. Install the steering wheel retaining bolt. Tighten the bolt to 51 ft. lbs. (70 N·m).
40. Connect the horn wiring power and ground terminals to the horn switch.
41. Connect the airbag wiring connector to the airbag module and place the module into position on the steering wheel.
42. Install the airbag module retaining screws. Tighten the screws to 53 in. lbs. (6 N·m).
43. Connect the negative battery cable.

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 the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace steering column	19-H2-51-82	1.4 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.

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 H25 – STEERING COLUMN

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 a defect, which relates to motor vehicle safety, exists in some **2003, 2004 and 2006 Dodge Sprinter models and 2002 and 2003 model year Freightliner Sprinter models.**

The problem is... The Mopar service replacement steering column on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may have welds that could crack. This could allow the steering column to detach and cause a crash without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the steering column assembly. The work will take about 1½ hours 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 part for your vehicle or to order it 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. You may also update this information on the web at
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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 defect 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 H25

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