



CHRYSLER

October 30, 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-347

Enclosed are representative copies of communications relating to the 2008 model year vehicles involved in the referenced recall. Chrysler expects to notify dealers on October 31, 2008 and to begin owner notification during the week of November 3, 2008. The exact number of manufactured vehicles in the recall is 246.

This completes Chrysler'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: Dealer and Owner Letter for Recall H26

cc: K.C. DeMeter



CHRYSLER

October 2008

Dealer Service Instructions for:

Safety Recall N26

Rear Leaf Springs

Models

2008 (VB) Dodge Sprinter 2500 Series

2008 (VB) Freightliner Sprinter 2500 Series

NOTE: This recall applies only to the above vehicles built from October 25, 2007 through November 13, 2007 (MDH 102501 through 111301).

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

The rear leaf spring(s) on about 240 of the above vehicles may break. This can cause a loss of vehicle control and result in a crash without warning.

Repair

Both rear leaf springs must be inspected and replaced if necessary.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that rear leaf spring(s) replacement is required and the vehicle must be held overnight.

Parts Information

<u>Part Number</u>	<u>Description</u>
CBA0H260	Spring, Leaf

Due to the small number of involved vehicles expected to require leaf spring replacement, no parts will be distributed initially. **Leaf spring(s) should be ordered only after inspection determines that repair is required.** *Very few vehicles are expected to require leaf spring replacement.*

Service Procedure**A. Inspect Rear Leaf Springs**

1. Raise the vehicle on an appropriate hoist.
2. Using a small mirror, inspect the right and left rear leaf spring for an “19X” stamped into the front spring eye (Figure 1):
 - Spring(s) found with numbers and letters **other than** “19X” stamped into the front eye of the rear spring eye do not require replacement. No further action is required
 - Spring(s) found **with** “19X” stamped into the front eye of the rear spring must be replaced. Continue with **Section B. Replace Rear Leaf Spring(s)**.

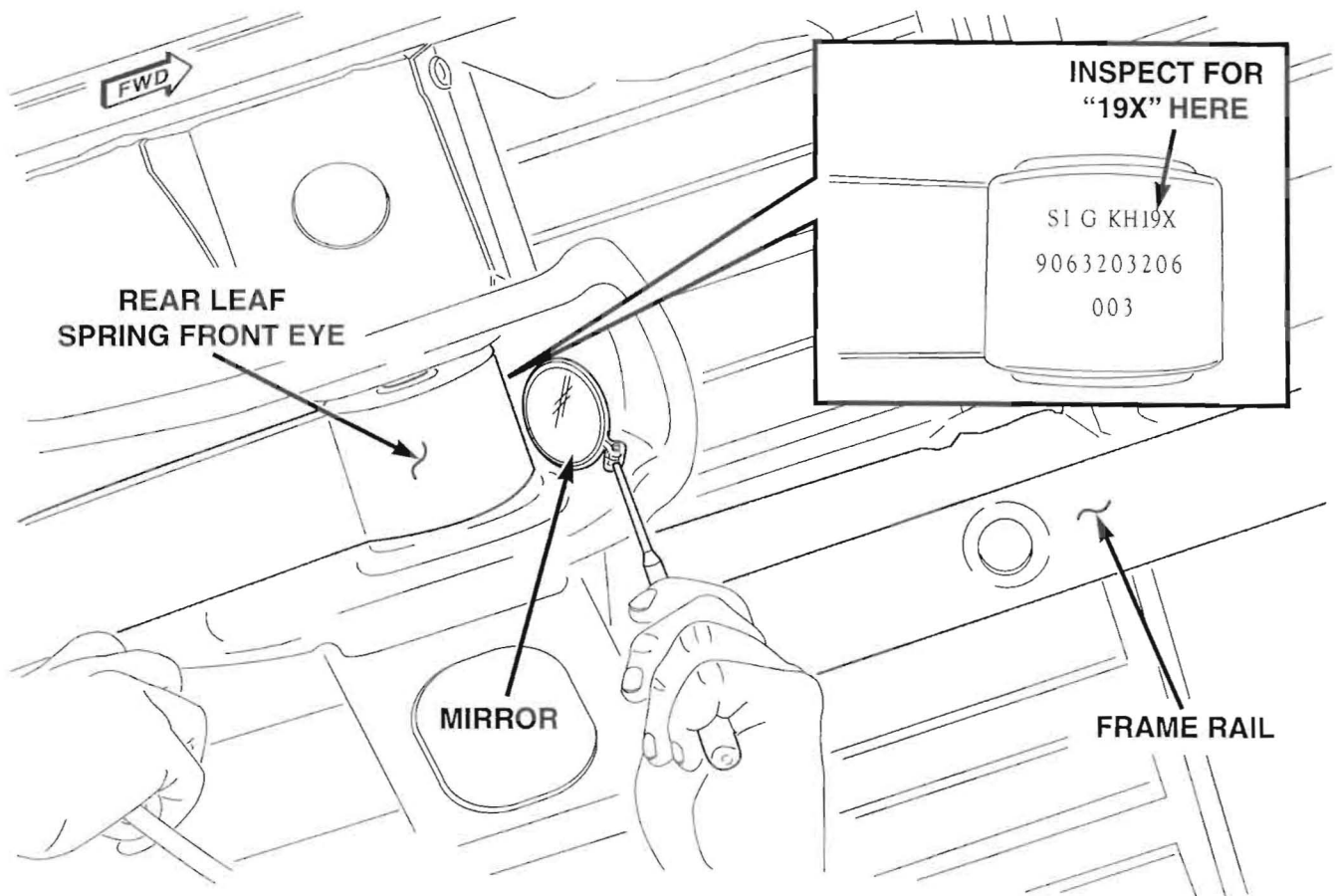


Figure 1

Service Procedure (Continued)**B. Replace Rear Leaf Spring(s)**

NOTE: Rear leaf springs do not have to be replaced in sets. Replace only those leaf springs that have a “19X” stamped in the front spring eye.

1. Using jack stands, support the rear axle.
2. Remove the lower shock bolt.
3. Remove the U-bolts and spring plate (Figure 2).
4. Remove the nut and bolt for the spring from the front spring bracket (Figure 2).
5. Remove the nut and bolt from the rear spring shackle bracket (Figure 2).
6. Lower the rear axle slightly and remove the rear spring from the vehicle.
7. Remove the spring shackle from the spring.

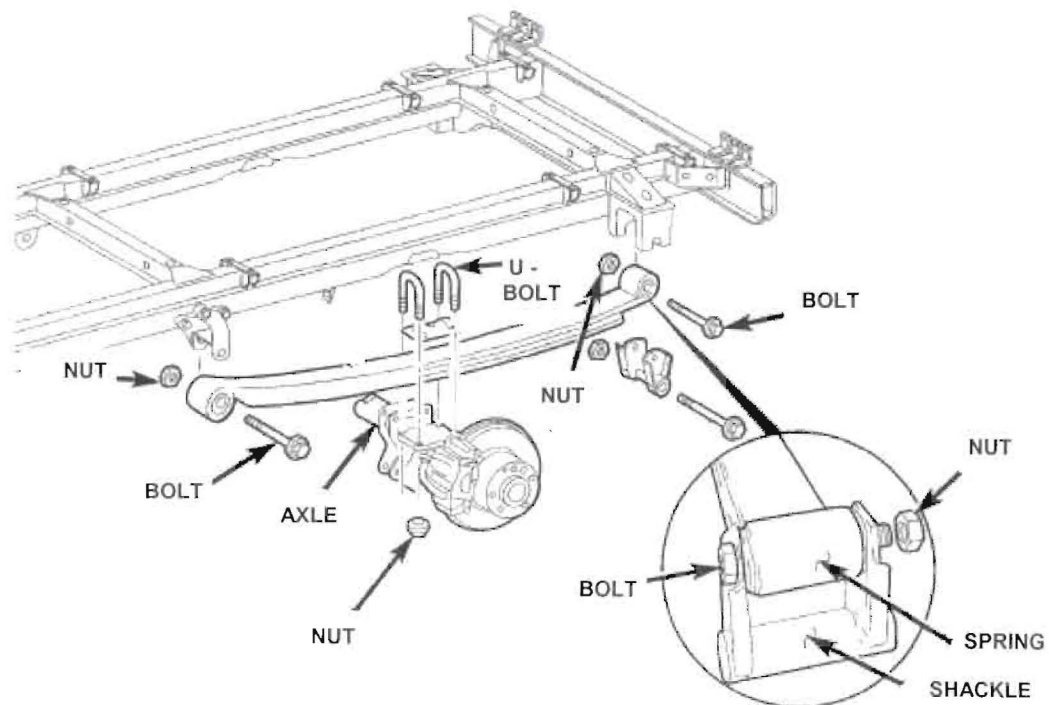


Figure 2

Service Procedure (Continued)

8. Transfer the spring shackle to the new spring. Tighten bolt to 66 ft. lbs. (90 N·m).
9. Place the new spring into position on the vehicle.

CAUTION: The leaf spring can be inadvertently installed backwards. Refer to Figure 3 to determine the correct direction to install the leaf spring.

10. Install the front spring eye nut and bolt through the front spring and bracket (Figure 2). Tighten nut to 70 ft. lbs. (95 N·m).
11. Install the rear spring shackle nut and bolt through the rear spring shackle and bracket (Figure 2). Tighten nut to 63 ft. lbs. (85 N·m).
12. Raise the rear axle into position and attach the spring plate and U-bolts. Tighten the U-bolt nuts to 125 ft. lbs. (170 N·m).
13. Install the lower shock bolt. Tighten the lower shock bolt to 70 ft. lbs. (106 N·m).
14. Repeat Steps 1 through 13 if the other rear spring requires replacement.
15. Lower the vehicle.

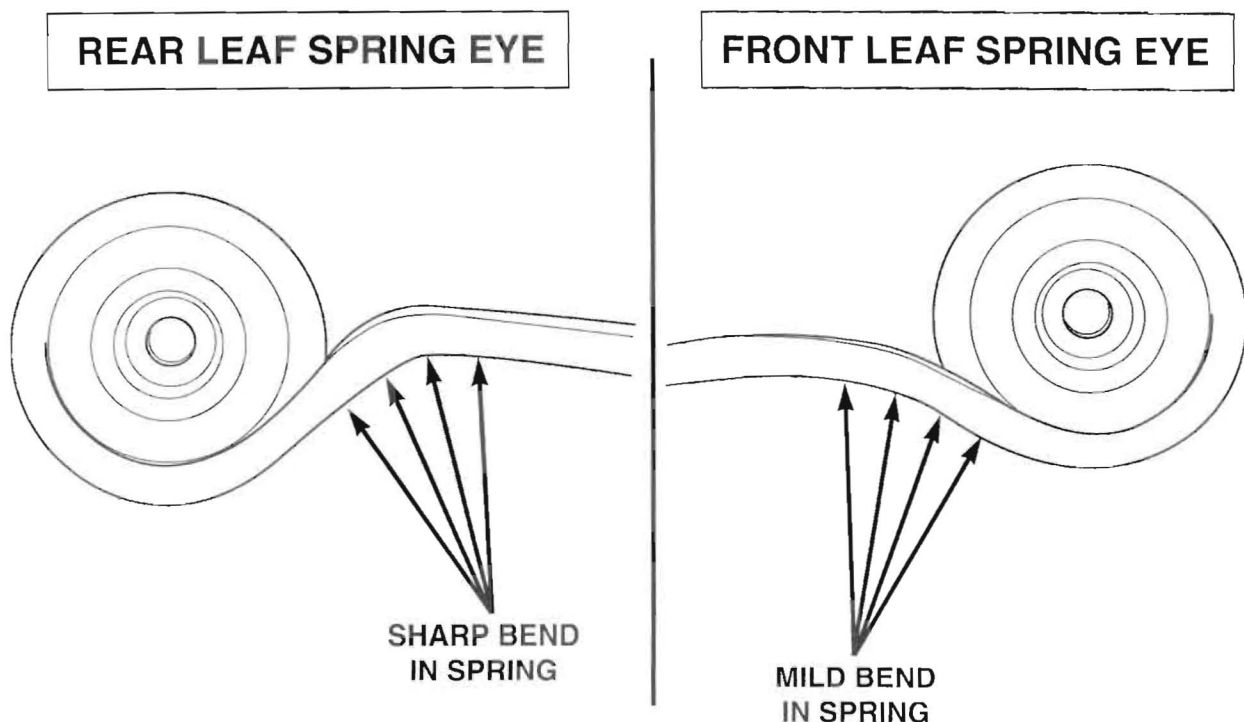


Figure 3

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 right and left rear leaf springs	02-H2-61-81	0.2 hours
Inspect right and left rear leaf springs and replace <u>one</u> rear leaf spring	02-H2-61-82	0.8 hours
Inspect right and left rear leaf springs and replace <u>both</u> rear leaf springs	02-H2-61-83	1.3 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.

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 H26 – REAR LEAF SPRINGS

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 **2008 model year 2500 Series Dodge and Freightliner Sprinter vehicles**.

The problem is... The rear leaf springs on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may break. This can cause a loss of vehicle control and result in 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 inspect both rear leaf springs and replace them if necessary. The inspection will take less than a ½ hour. If the spring(s) need to be replaced, an additional hour will be required. 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. **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 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 H26

*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.