



January 2009

Dealer Service Instructions for:

Safety Recall H34 Dash Silencer Pad

Models

2007-2008 (DH) Dodge Truck
(D1) Dodge Truck
(DC) Dodge Truck
(DM) Dodge Truck

NOTE: This recall applies only to the above vehicles equipped with a 6.7L diesel engine (sales code ETJ) built through November 5, 2007(MDH 110523).

IMPORTANT: Some of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this recall.

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 dash silencer pad on about 110,000 of the above vehicles may sag and contact the exhaust gas recirculation (EGR) cooler. This may cause the dash silencer to locally overheat and cause an underhood fire without warning.

Repair

All vehicles must have a dash silencer pad support bracket installed.

Parts Information

<u>Part Number</u>	<u>Description</u>
CBLFH340	Dash Silencer Pad Support Bracket Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Bracket, Dash Silencer Pad Support
2	Screws, Attaching

Each dealer to whom vehicles in the recall were assigned will receive enough Dash Silencer Pad Support Packages to service about 10% of those vehicles.

Service Procedure

1. Open the hood.
2. Place the dash shield over the dash silencer pad on the dash panel as shown in Figure 1. Temporarily place a small block of wood between the EGR cooler and dash shield to hold it in place (Figure 1).

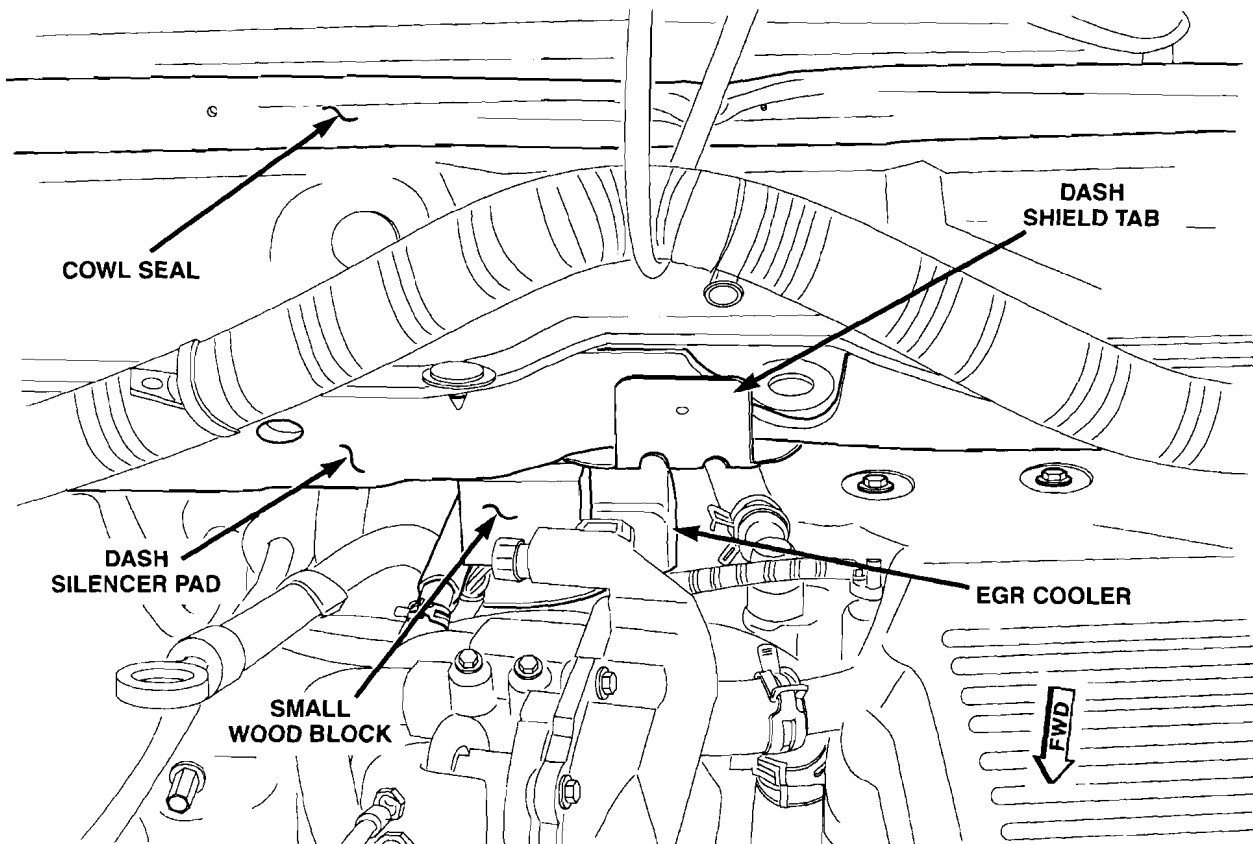


Figure 1 – Wiring Harness Moved for Clarity

Service Procedure (Continued)

- Using a cotter pin puller (Snap-on SGA173B or equivalent) pierce a hole through the dash silencer pad. Then use a circular motion to enlarge the hole in the dash silencer pad. Use the dash shield as a template (Figure 2).

CAUTION: Failure to pierce a hole through the dash silencer pad will cause the dash silencer pad material to wrap around the screw during installation.

- Using one of the self-drilling screws provided and an air ratchet, install the screw located on the dash shield tab (Figure 3).

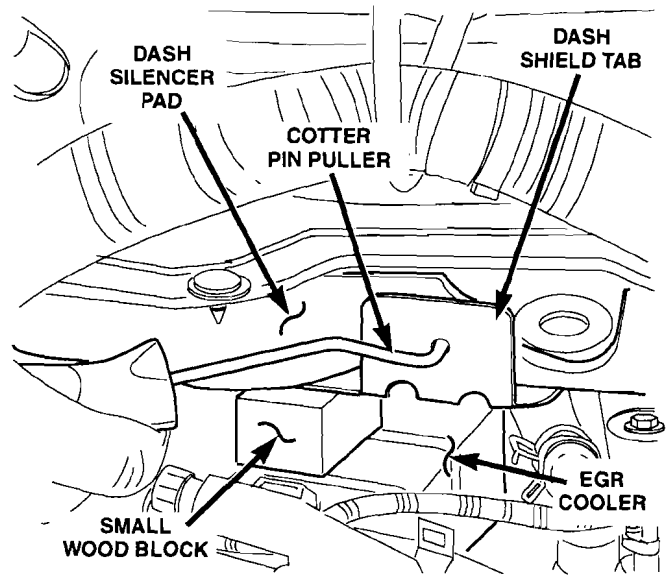


Figure 2

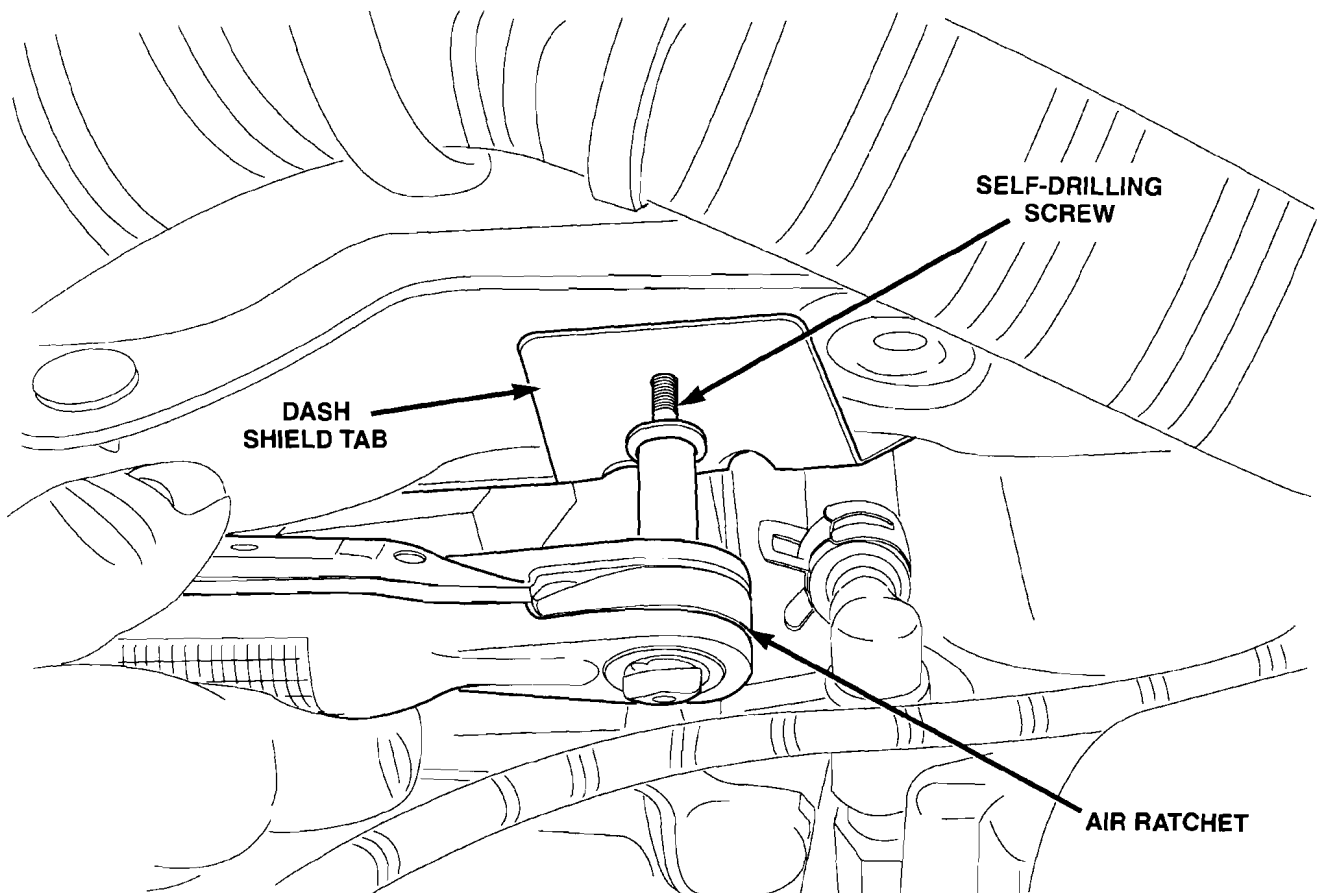


Figure 3

Service Procedure (Continued)

- Using a cotter pin puller (Snap-on SGA173B or equivalent) pierce a hole through the dash silencer pad. Then use a circular motion to enlarge the hole in the dash silencer pad. Use the dash shield as a template (Figure 4).

CAUTION: Failure to pierce a hole through the dash silencer pad will cause the dash silencer pad material to wrap around the screw during installation.

- Using a 1/8 inch (3 mm) drill bit, drill a hole into the dash panel using the dash shield as a template (Figure 5).

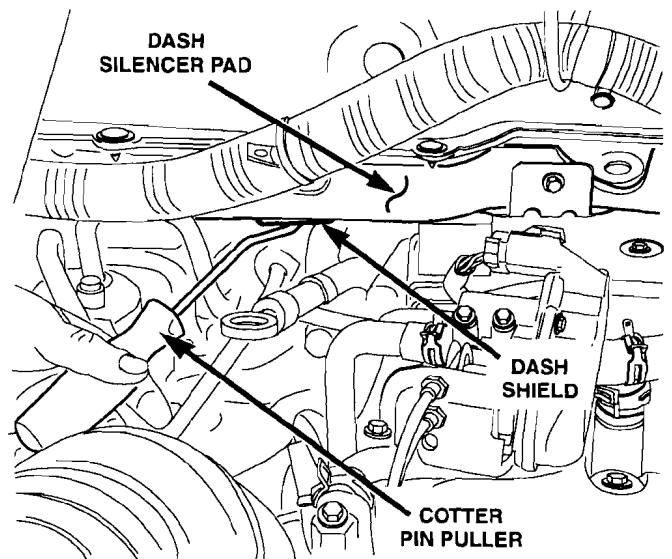


Figure 4

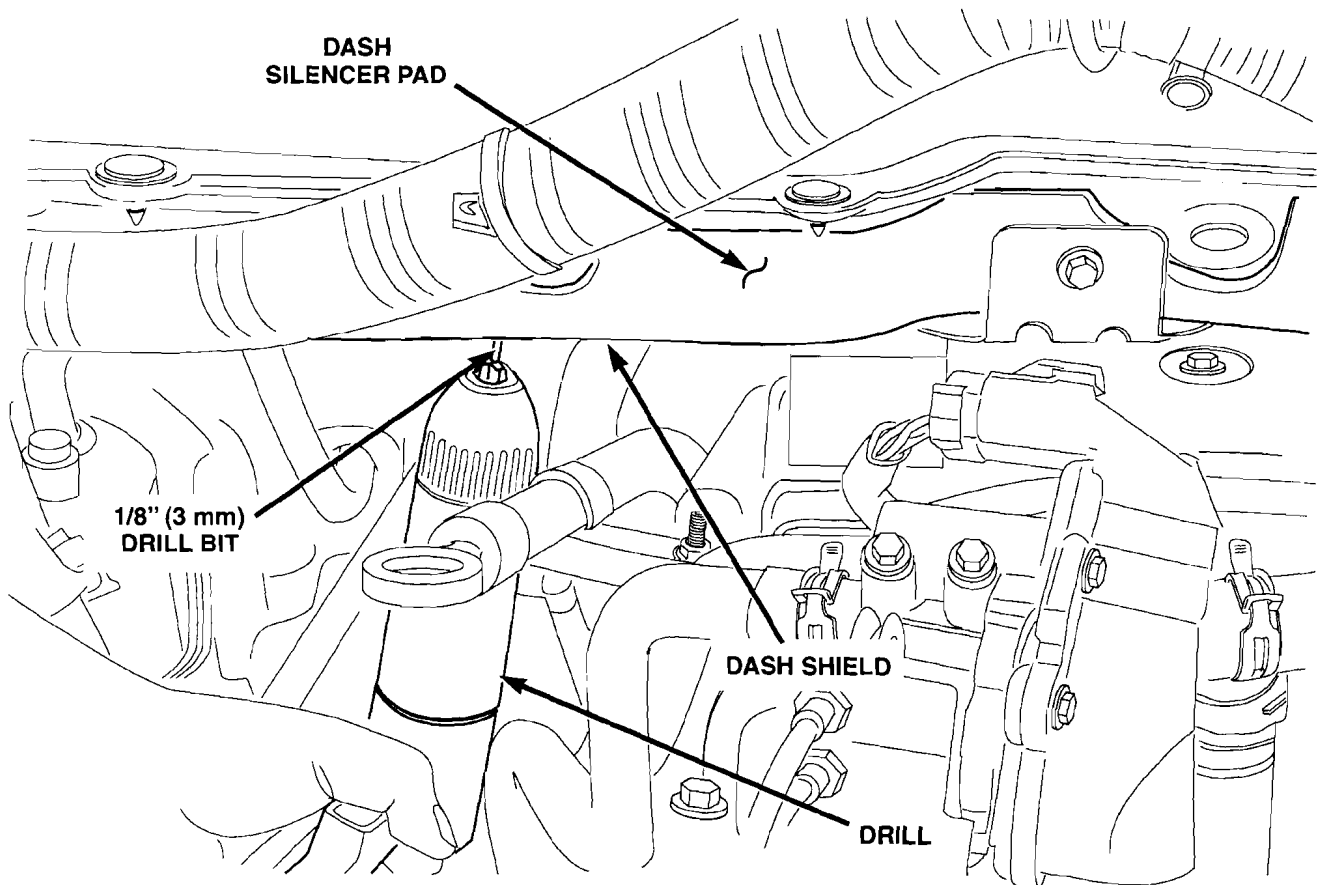


Figure 5

Service Procedure (Continued)

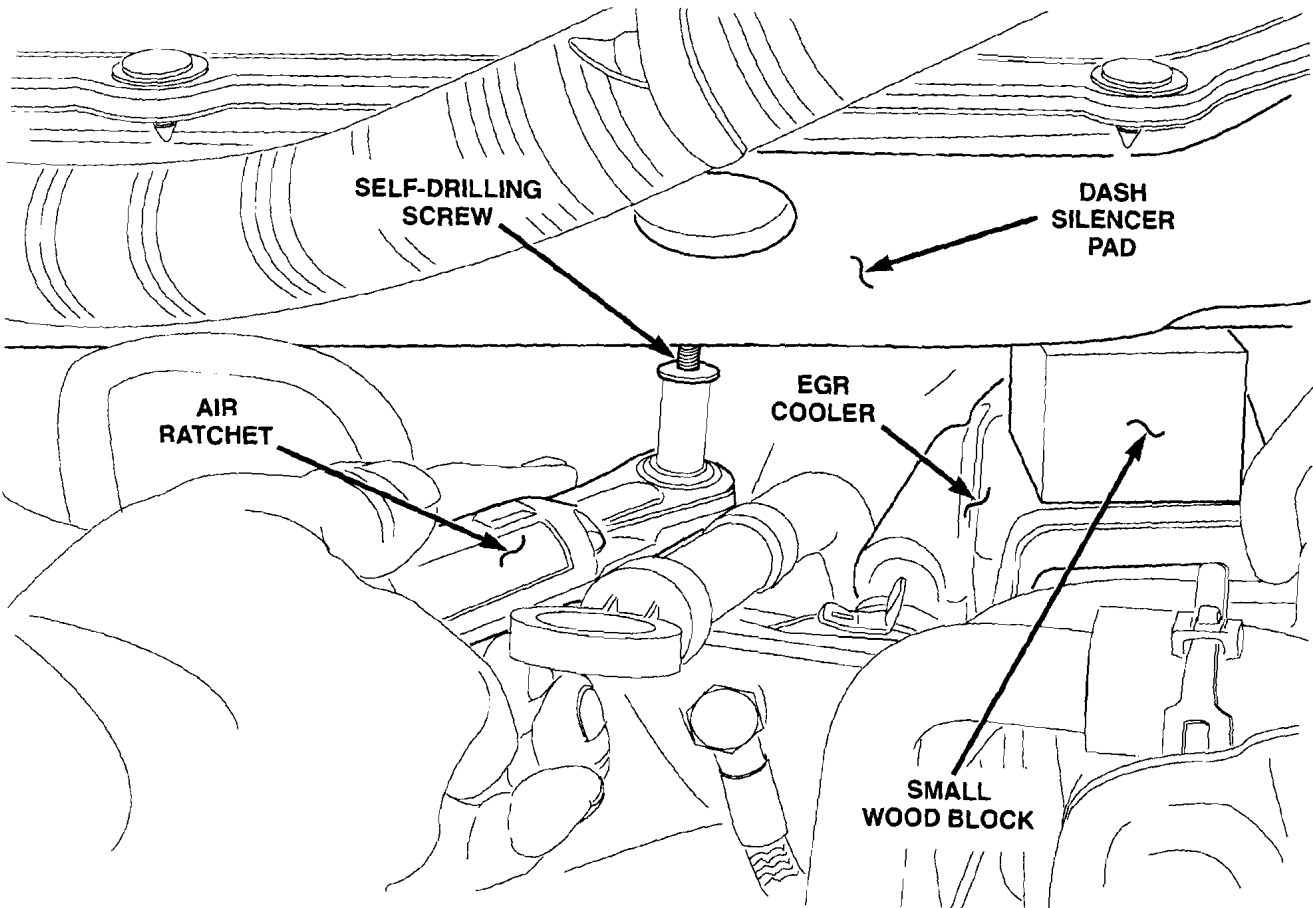


Figure 6

7. Using an air ratchet, install the second dash shield retaining screw (Figure 6).
8. Remove the wood block installed in Step 2 (Figure 6).
9. Close the hood.

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
Install dash silencer pad support bracket	23-H3-41-82	0.2 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

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 H34 – DASH SILENCER PAD

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 **2007 and 2008 model year Dodge trucks equipped with a 6.7L Cummins diesel engine.**

The problem is... The dash silencer pad on your truck (VIN: xxxxxxxxxxxxxxxxxxxx) may sag and contact the exhaust gas recirculation (EGR) cooler. This may cause the dash silencer pad to locally overheat and cause an underhood fire without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will install a dash silencer support bracket. 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. 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 H34

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