



March 2011

Dealer Service Instructions for:

Safety Recall L07 “A” Pillar Trim Covers

Models

2007 (VB) Dodge Sprinter

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 “A” pillar trim covers on 3 of the above vehicles may increase the risk of injury to front seat occupants if the vehicle is involved in a crash under certain conditions. Accordingly, these vehicles may fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 201 “Occupant Protection in Interior Impact.”

Repair

The right and left “A” pillar trim covers must be replaced.

Parts Information

Part Number

1JZ46NCVAA

1HB03NCVAA

Description

Cover, “A” Pillar Trim (Left Side)

Cover, “A” Pillar Trim (Right Side)

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Open the front doors.
2. Partially remove the door weather strip from the right side “A” pillar (Figure 1).
3. Unsnap the “A” pillar trim cover from the “A” pillar (Figure 2).



Figure 1 – Weather Strip



Figure 2 – “A” Pillar Trim Cover

Service Procedure (Continued)

4. Transfer the three retaining clips from the old “A” pillar trim cover to the new “A” pillar trim cover.

5. Install the new “A” pillar trim cover onto the “A” pillar.

6. Install the partially removed weather strip.

7. Repeat Steps 2 through 6 on the left “A” pillar trim cover.

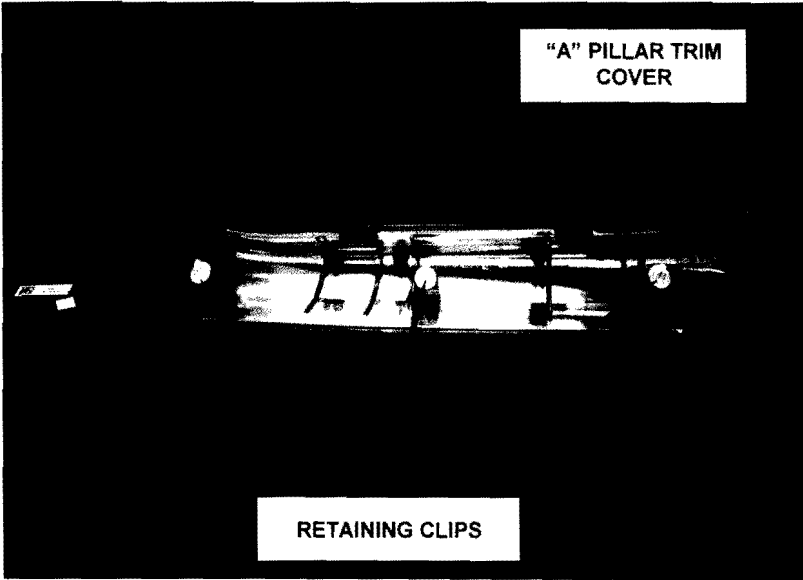


Figure 3 – Transfer Retaining Clips

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 following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace right and left “A” pillar trim covers	23-L0-71-82	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 Group LLC