



September 2011

Dealer Service Instructions for:

## **Safety Recall L17**

# **Second Row Seatbelt Retractors**

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### **Models**

**2008-2009 (VB) Dodge Sprinter**

*NOTE: This recall applies only to the above vehicles equipped with second or third row seats (sales code CFA or CFB).*

**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 second row seatbelts on about 1,300 of the above vehicles were not certified to Federal Motor Vehicle Safety Standard (FMVSS) No. 208 "Occupant Crash Protection" and No. 209 "Seatbelt Assemblies." This could increase the risk of injury to a second row seat occupant during certain crash conditions.

### **Repair**

The second and third row seatbelts must be inspected and replaced if required.

**NOTE: Because the second and third row seats have interchangeable locations within the vehicle, both rows of seats have to be inspected, but only one seat may require seatbelt replacement.**

**Parts Information**

Part Number                      Description  
**CBAKL170AA**                      **Seatbelt Package**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
3	Seatbelts (with retractors)

**Each dealer** to whom vehicles in the recall were assigned will receive enough Seatbelt Packages to service about 20% of those vehicles.

Part Number                      Description  
**CBAKL171AA**                      **Cover and Guide Package**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
3	Cover, Turning Loop
3	Pin, Push
9	Guide, Seatbelt Webbing
3	Clip, Seatbelt Guide Pivot Pin
3	Pin, Seatbelt Guide Pivot

**Each dealer** to whom vehicles in the recall were assigned will receive enough Seatbelt Packages to service about 20% of those vehicles.

**NOTE: Order one of each of the above kits to replace the seatbelts.**

Part Number                      Description  
**04318031**                      **Mopar Lock & Seal Adhesive (Thread Locker)**

**NOTE: This adhesive will service 50 vehicles and is considered a shop supply.**

**Special Tools**

No special tools are required to perform this service procedure.

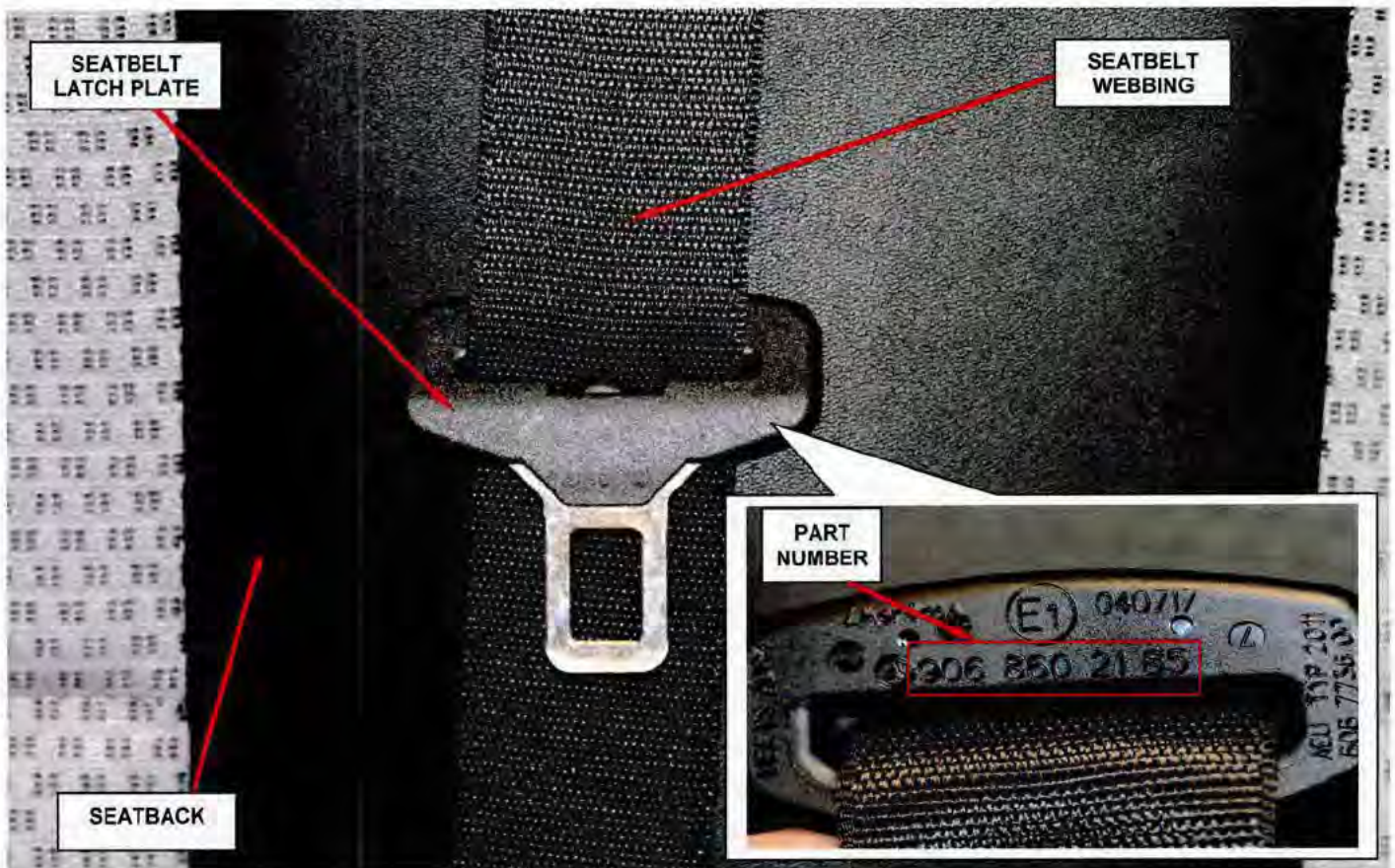
**Service Procedure**

**A. Inspect Seatbelts**

**NOTE:** Because the second and third row seats have interchangeable locations within the vehicle, both rows of seats have to be inspected, but only one seat will require seatbelt replacement.

1. Open the sliding door to gain access to the second and third row seats.
2. Inspect the part number on the backside of the seatbelt latch plate on the second and third row seats (Figure 1):
  - If the seatbelt latch plate part number is **906 860 22 85**, no further action is required. Return the vehicle to the customer.
  - If the seatbelt latch plate part number is **906 860 21 85**, all three seatbelts for that seat must be replaced. Continue with Section B. Seatbelt replacement.

**NOTE:** If one seatbelt latch plate is found with part number 906 860 21 85, all three seatbelts on that seat must be replaced.



**Figure 1 – Seatbelt Part Number Location**

**Service Procedure (Continued)****B. Seatbelt Replacement**

1. Disengage the seat latches, and with the help of an assistant, remove the seat(s) from the vehicle.

**NOTE: If the third row seat requires seatbelt repair, the second row seat will have to be removed first to gain access to the third row seat.**

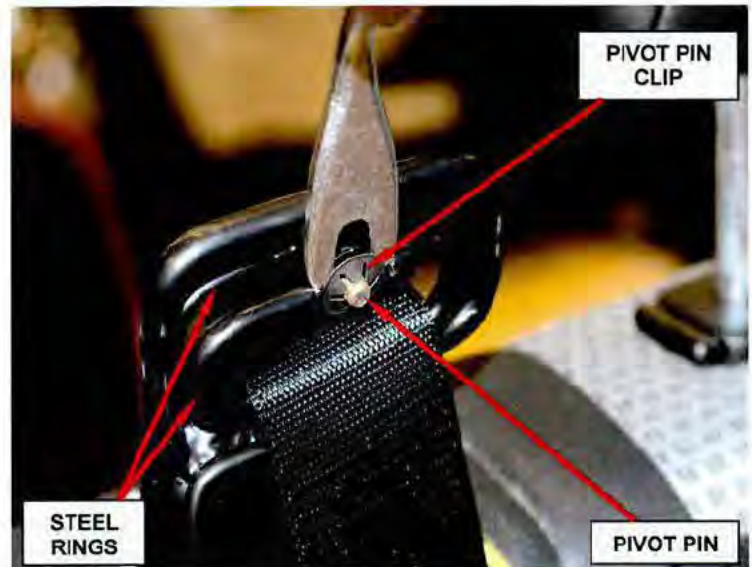
2. Remove and save the plastic seatback kick panel (Figure 2).
3. Remove and discard the seatbelt turning loop cover plastic retaining push pin.
4. Remove and discard the seatbelt turning loop covers (Figure 2).



**Figure 2 – Seatback Kick Panel and Seatbelt Turning Loop Covers**

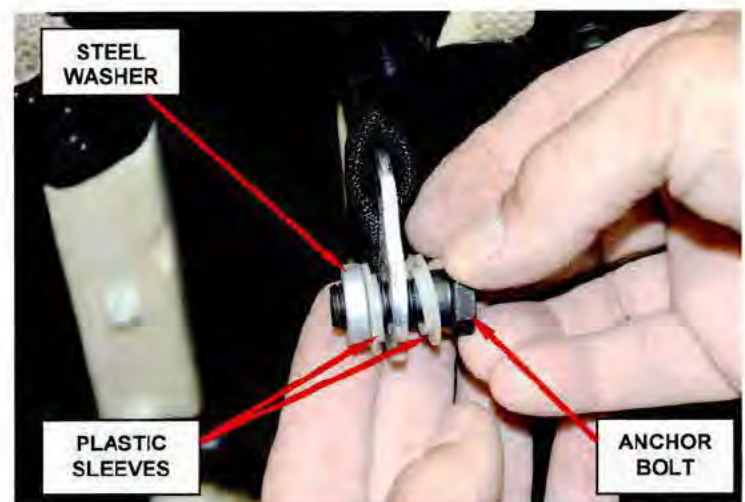
**Service Procedure (Continued)**

5. Remove and discard the seatbelt turning loop pivot pin clip and pivot pin (Figure 3).



**Figure 3 – Seatbelt Turning Loop Pivot Pin Clip**

6. Remove and save the seatbelt anchor bolt, plastic sleeves and steel washer (Figure 4).

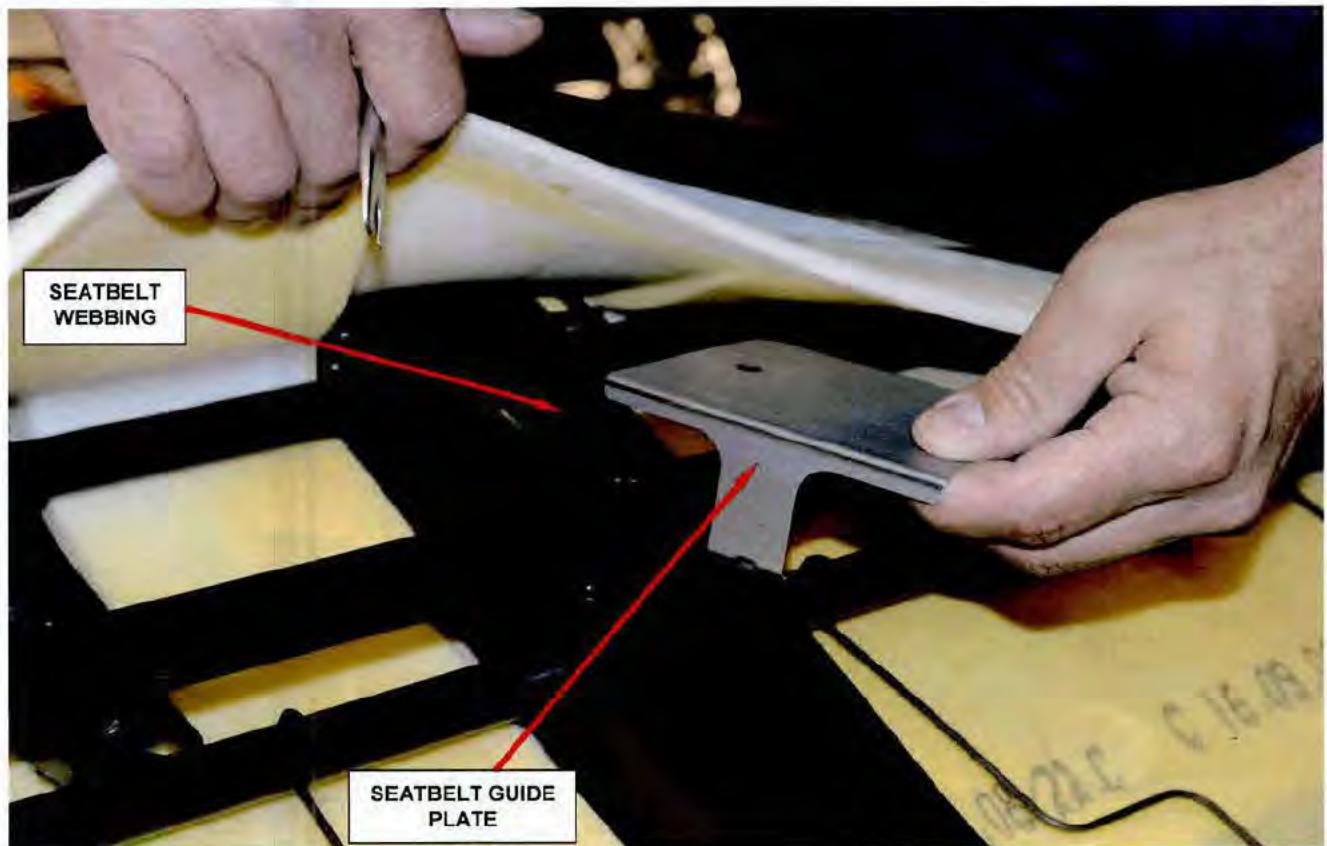


**Figure 4 – Seatbelt Anchor Bolt and Washers**

7. Remove and discard the seatbelt turning loop steel rings (Figure 3).

8. Partially remove the seatback fabric cover.

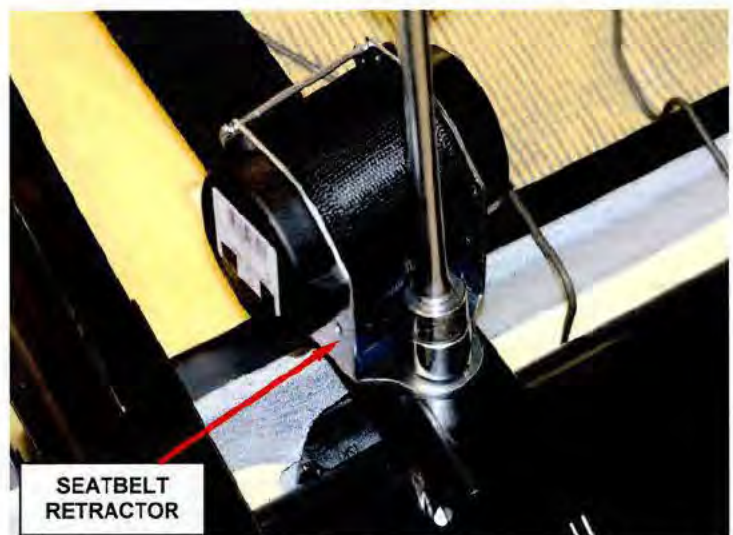
**Service Procedure (Continued)**



**Figure 5 – Seatbelt Guide Plate**

9. Unsnap and save the seatbelt guide plate (Figure 5).
10. Remove and save the seatbelt retractor retaining bolt (Figure 6).
11. Remove and discard the seatbelt assembly from the vehicle.

**CAUTION:** Note the original seatbelt webbing routing so that the new seatbelt webbing is routed correctly.



**Figure 6 – Seatbelt Retractor Retaining Bolt**

**Service Procedure (Continued)**

12. While holding the seatbelt in the install position, pull out the seatbelt webbing and temporarily install a small clamp to prevent the webbing from retracting back into the retractor.

**CAUTION: Be careful not to damage the seatbelt webbing while installing or removing the temporary clamp.**

13. Install the new seatbelt retractor into position.
14. Apply two drops of Mopar Lock & Seal thread-locker to the seatbelt retractor retaining bolt threads.
15. Install the seatbelt retractor retaining bolt. Tighten the bolt to 27 ft. lbs. (37 N·m).
16. Carefully route the seatbelt webbing and latch plate through the seat opening and turning loop.

**WARNING: Routing the seatbelt webbing and latch plate through the seat opening is very difficult. Extreme patience and perseverance is required.**

17. Install the seatbelt turning loop rings and seatbelt turning loop cover onto the seatbelt webbing.
18. Snap the seatbelt latch plate into the seatbelt receiver on the seat.

**CAUTION: Be sure the seatbelt webbing is not twisted.**

19. Route the seatbelt webbing to the seatbelt anchor point.

**CAUTION: Be sure that the seatbelt webbing is not twisted.**

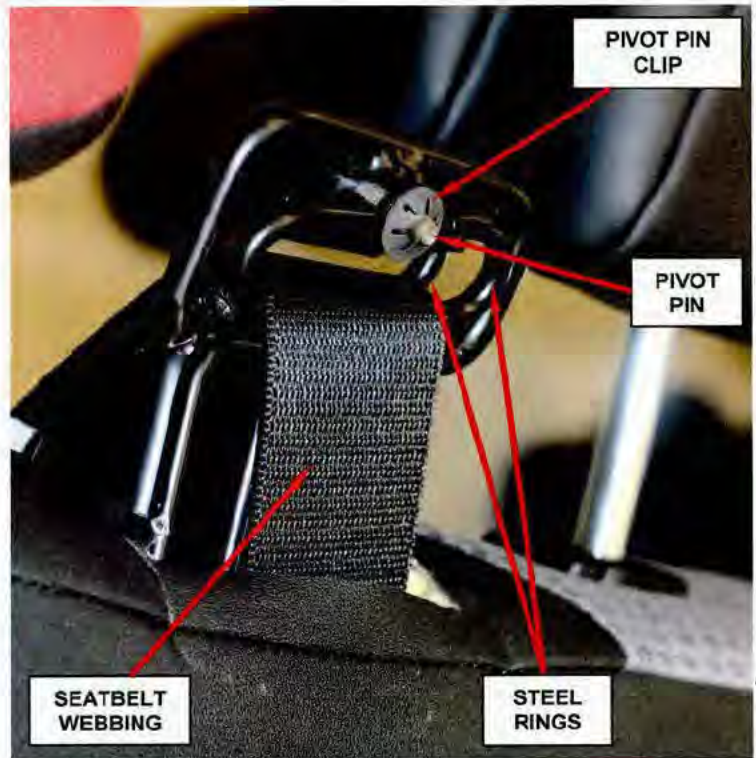
20. Apply two drops of Mopar Lock & Seal thread-locker, or equivalent, to the anchor bolt threads (Figure 7).



**Figure 7 – Apply Thread-Locker**

**Service Procedure (Continued)**

21. Install the seatbelt anchor bolt into the seatbelt webbing eyelet, plastic sleeves and washer (Figure 7). Then install the bolt into the seat frame. Tighten the bolt to 27 ft. lbs. (37 N·m).
22. Install the seatbelt turning loop steel rings, turning loop pivot pin and pivot pin clip (Figure 8).
23. Place the seatbelt turning loop plastic cover into position and install the new retaining push pin (Figure 9).
24. Install the seatbelt guide plate.
25. Repeat Steps 3 through 24 on the other two seatbelts located on the seat.
26. Install seatback fabric cover.
27. Install the plastic seatback kick panel.
28. With the help of an assistant, install the seat(s) into the vehicle and engage the seat latches.



**Figure 8 – Seatbelt Turning Loop**



**Figure 9 – Install Seatbelt Turning Loop Cover**

**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 numbers and time allowances:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect second and third row seatbelts	23-L1-71-81	0.2 hours
Inspect second and third row seatbelts and replace three seatbelts on one seat	23-L1-71-82	2.0 hours

**Related Operation**

Remove/install second row seat to gain access to third row seat	23-L1-71-50	0.2 hours
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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



## **SAFETY RECALL L17 SECOND ROW SEATBELT RETRACTORS**

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 and 2009 model year Dodge Sprinter vehicles with second and third row seats.**

***The problem is...*** The second row seatbelts on your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) were not certified to Federal Motor Vehicle Safety Standard (FMVSS) No. 208 "Occupant Crash Protection" and No. 209 "Seatbelt Assemblies." This could increase the risk of injury to a second row seat occupant during certain crash conditions.

***What your dealer will do...*** Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the second and third row seat seatbelts in your vehicle and replace them if required. The work will take about two hours to complete. However, additional time may be necessary depending on service schedules.

***What you must do to ensure your safety...*** Simply contact your Chrysler, Jeep, or Dodge 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. **Please 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 the Chrysler Group Recall Assistance Center 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 [www.dodge.com/ownersreg](http://www.dodge.com/ownersreg).

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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 Group LLC  
Notification Code L17

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