

## **IMPORTANT SAFETY RECALL**

**R49 / NHTSA 15V-354**

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

This notification letter is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear: (Name)

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2007 through 2008 model year Dodge Sprinter vehicles.

**The problem is...** The passenger airbag inflator housing in your vehicle may rupture, due to excessive internal pressure, during normal airbag deployment events. This condition is more likely to occur if your vehicle has been exposed to high levels of absolute humidity for extended periods of time. The inflator could rupture with metal fragments striking the vehicle occupants potentially resulting in serious injury or death.

**What your dealer will do...** Parts to provide a final remedy for your vehicle are now available. FCA will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace your passenger airbag module. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is less than two hours.

**What you must do to ensure your safety...** **Contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule an appointment. Ask your dealer to order a part for you, and to confirm it has arrived before your service visit.** Please bring this letter with you to your dealer.

**Note: Even if you have already had your passenger airbag module replaced as a temporary measure, you must have this part replaced again for your and your passengers' safety.**

**If you need help...** If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Recall Information Center via **recalls.mopar.com**, or by phone 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 specific condition and have paid to have it repaired, you may visit **www.fcarecallreimbursement.com** to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: **FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.** Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs and/or reimbursement, you may still need to have the recall repair performed on your vehicle.

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 you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to **safecar.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  
FCA US LLC

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