

NVS-200

DaimlerChrysler Customer Assistance Center
P.O. Box 1040
St. Charles, MO 63302-1040

2008 OCT 22 PM 4: 45

Administrator
National Highway Traffic Safety Administration
400 7th St.
S.W. , Washington, DC 20590
1-888-327-4236

CL-10247030-6251

To Whom it May Concern:

I am enclosing the Safety Recall notice I received regarding my 2002 PT Cruiser. The instrument cluster gauges, illumination and warning systems became inop on 9/2/08. I returned the car to the dealership where we purchased the car and we were told the cluster gauges were not under recall. I had the car diagnosed at an independent, was told the car could only be serviced by a dealer due to the software installation.

I have enclosed the original receipts and forms. Please advice me on your progress for reimbursement.

Thank you,

[REDACTED]
Geneva, IL [REDACTED]
[REDACTED]

File
10/22/08
NJ

DAIMLERCHRYSLER

SAFETY RECALL TO REPROGRAM YOUR VEHICLE'S INSTRUMENT CLUSTER

Dear PT Cruiser or Grand Cherokee Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some 2002 model year Chrysler PT Cruiser and Jeep® Grand Cherokee vehicles.

The problem is...

The instrument cluster gauges, illumination and warning systems on your vehicle (identified on the enclosed form) may become inoperative. This may distract the driver and cause an accident.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will reprogram your vehicle's instrument cluster. The work will take about ½ hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety...

- Simply contact your dealer right away to schedule a service appointment.
- Bring the enclosed form with you to your dealer. It identifies the required service to the dealer.

If you need help...

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.

If you have already experienced the problem described above 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: DaimlerChrysler Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, 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, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

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
DaimlerChrysler Corporation
994

***Buckle up
for Safety***



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Auto Repair > Safety Recalls & Defects > CHRYSLER > PT CRUISER > 2002 > ELECTRICAL
SYSTEM:WIRING:INTERIOR/UNDER DASH

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Get the Complete Technical Service Bulletins!



Access diagrams and repair information such as wiring diagrams, diagnosis and repair charts, manufacturer service bulletins, and OEM Part numbers of your 2002 CHRYSLER PT CRUISER vehicle.

Access the Complete guide!

2002 CHRYSLER PT CRUISER ELECTRICAL S
DASH (Change Vehicle)

The following ELECTRICAL SYSTEM:WIRING:INTERIOR/UNDI CRUISER vehicles was reported to the National Highway Traf more information contact the National Highway Traffic Safety Transportation. See recall summary below.

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Build Years/Makes/Models: 2002 CHRYSLER PT C
2002 JEEP GRAND CH

UNits affected: 43000

Recall Number: 01V288000

Summary: VEHICLE DESCRIPTIC
BEING RECALLED FOI
CLUSTER MICROPROC
CLUSTER, WITH THE
WARNING LAMPS, CC

Consequence: DRIVING THE VEHI
CAUSE A DISTRACTI

Remedy: DEALERS WILL RE-FL
CONDITION. OWNER
OWNERS WHO TAKE
ON AN AGREED UPON
FREE REMEDY WITHI
DAIMLERCHRYSLER A

Notes: ALSO CONTACT THE I
ADMINISTRATION'S ,
(1-888-327-4236).

RICHARD

CHRYSLER JEEP DODGE

1845 E. MAIN STREET
ST. CHARLES, ILLINOIS 60174
PHONE (630) 584-0031
FAX # (630) 584-0490

CHRYSLER



CUSTOMER NO.	ADVISOR DEREK POLING	CARD NO.	INVOICE DATE 09/15/08	INVOICE NO. CHCS284311
	LICENSE NO.	MILEAGE 40443	COLOR DY/BUE/	STOCK NO.
	YEAR / MAKE / MODEL 02/CHRYSLER/PT CRUISER/PT CRUISER		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 3 C 8 F Y 6 8 8 2 2 T		SELLING DEALER NO.	PRODUCTION DATE
GENEVA, IL	F.T.E. NO.	P.O. NO.	R.O. DATE 09/15/08	
RESIDENCE PHONE	BUSINESS PHONE		AUTH NO.	

JOB# 1 CHARGES

LABOR
J# 1 06CHZDASH GAUGES & INSTRUMENTS TECH(S):43 105.00
CUSTOMER STATES INSTRUMENT CLUSTER INOP.
VERIFIED INSTRUMENT CLUSTER FAILURE. PERFORMED DIAGNOSTIC
PROCEDURE FOR CLUSTER. FOUND FAULT CODE P1487 FOR NO BUS
MESSAGE. FOUND MODULE IN LOGIC LOCK UP.
REPROGRAMMED INSTRUMENT CLUSTER AND CHECKED ALL MODULE
OPERATION. TEST DROVE VEHICLE TO VERIFY REPAIR.

JOB# 1 TOTALS

LABOR 105.00

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 105.00

JOB# 2 CHARGES

LABOR
J# 2 27CHZZ99P COURTESY INSPECTION TECH(S):43 INTERNAL
PERFORM COURTESY VEHICLE CHECK UP.
SEE SERVICE CONSULTANT FOR RESULTS.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

TOTALS

TOTAL LABOR..... 105.00
TOTAL PARTS..... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

09/15/08 12pm
CALLED & EXPLAINED REPAIRS

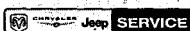
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QUALITY CHECKED BY

TOTAL INVOICE \$ 105.00

CUSTOMER SIGNATURE

PAID

CK. NO. VISA
DATE 9/15/08



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CUSTOMER COPY