

DAIMLERCHRYSLER

SAFETY RECALL TO REPLACE YOUR TRUCK'S CLOCKSPRING

Dear Dodge Truck 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 **2000 model year Dodge Dakota and Durango trucks and in some 2000 and 2001 model year Dodge Ram pickup trucks.**

The problem is...

The clockspring assembly that connects the steering wheel mounted electrical components to the electrical system on your truck (identified on the enclosed form) may break. This could cause the driver's airbag, speed control system and steering wheel mounted audio controls (if equipped) to be inoperative. An inoperative driver's airbag will not deploy and can result in increased injury to the driver under certain accident conditions.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your truck free of charge (parts and labor). To do this, your dealer will replace the clockspring assembly. The work will take about one 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. Ask the dealer to hold the part for your vehicle or to order it before your 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.

*Buckle up
for Safety*

Customer Services Field Operations
DaimlerChrysler Corporation
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