

DAIMLERCHRYSLER

*Buckle up
for Safety!*

SAFETY RECALL – WINDSHIELD WIPER MOTOR

Dear: (Name)

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

DaimlerChrysler Corporation has decided that a defect, which relates to motor vehicle safety, exists in some late-2002 through 2004 model year Dodge Dakota trucks and late-2002 and 2003 model year Dodge Durango vehicles. In addition, this recall also involves a small number of 2000 through early-2002 model year Dakota and Durango vehicles that had a service replacement windshield wiper motor installed.

The problem is... Water may enter into the windshield wiper motor on your Dakota or Durango (VIN: xxxxxxxxxxxxxxxx) and cause the windshield wiper system to become inoperative. This can impair the driver's vision and cause a crash without warning.

What your dealer will do... DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the windshield wiper motor assembly. 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. Ask the dealer to hold the part for your vehicle or to order it before your appointment. Remember to 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 DaimlerChrysler at 1-800-853-1403.

Please help us update our records, by filling out the enclosed prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. Be sure to print the last eight (8) characters of the VIN (VVVVVVVV) and notification code D22 on the postcard.

If you have already experienced a wiper motor failure 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, P.O. Box 610207, Port Huron, MI 48061-0207, 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

D22

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