



CHRYSLER

CUSTOMER SATISFACTION NOTIFICATION J38 SUPPLEMENTAL FRONT AIRBAG SENSORS

Dear: (Name)

At Chrysler Group LLC, you can be assured that we are changing the way we look at quality. To prove our commitment to quality, the company is investing in and prioritizing improvements for every vehicle that we build. As part of that commitment, we are also targeting existing vehicles on the road today and contacting our customers to provide these quality improvements, at no charge, that will help to improve your ownership satisfaction.

We are recommending the following improvements be performed on some **2005 and 2006 model year Dodge Caravan, Grand Caravan and Chrysler Town & Country** vehicles.

Recommended Service: **The supplemental front airbag sensors on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may crack under certain conditions and allow water to enter into the sensor. These sensors were added to enhance the performance of the vehicle's airbag system; however, a cracked sensor may not operate properly in a frontal crash. A cracked sensor can also illuminate the airbag warning light.**

What your dealer will do: **Chrysler will service your vehicle free of charge (parts and labor).** To do this, your dealer will replace the sensors and inspect the sensor connectors for corrosion. Sensor replacement will take about ½ hour to complete and if the connectors need replacement, an additional ½ hour will be required. However, additional time may be necessary depending on service schedules.

What you should do: **Simply contact your Chrysler, Jeep, or Dodge dealer,** at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available in your service can be completed in a timely manner. Although not required, it is recommended to bring this letter with you to your dealer when you bring your vehicle in for this service.

If you need help: Please contact the Chrysler Customer Assistance Center at 1-800-853-1403.

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 3 weeks.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. You may also update this information on the web at www.chrysler.com/ownersreg or www.dodge.com/ownersreg

We apologize for any inconvenience this service may cause to your schedule. Moving forward we are committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center.

Sincerely,
Customer Service / Field Operations
Chrysler Group, LLC
Notification Code J38