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CHRYSLER

**CUSTOMER SATISFACTION NOTIFICATION G21
RECONFIGURE CLUSTER - ACTIVE SERVICE SYSTEM**

Dear: (Name)

Customer satisfaction is very important to Chrysler. Accordingly, we are recommending the following service on some **2007 model year Dodge or Freightliner Sprinter vehicles equipped with a gasoline engine.**

The problem is... The Active Service System (ASSYST) in the instrument cluster of your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) was configured with an incorrect mileage for service intervals. The correct service interval is every 10,000 miles as indicated in your Owner's Manual.

What your dealer will do... Chrysler will repair your vehicle free of charge. To do this, your dealer will reconfigure your vehicle's instrument cluster. The work will take less than ½ hour to complete. However, additional time may be necessary depending on service schedules. If your vehicle has already accumulated more than 10,000 miles since the last service interval when this repair is performed, the cluster will indicate that service is past due. This notification does not include performing the service interval requirements (oil and filter change, etc.) as these costs are the owners responsibility. Note that a diagnostic tool is required to reset the ASSYST mileage each time a service interval is performed on your vehicle.

What you must do... Simply contact your dealer right away to schedule a service 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 Chrysler 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 condition 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: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

We're sorry for any inconvenience, but we believe that this service will help to ensure your continuing satisfaction with your vehicle. Thank you for your attention to this important matter.

Customer Services Field Operations
Chrysler
Notification Code G21

*Buckle up
for Safety!*