



CUSTOMER SATISFACTION NOTIFICATION H38 - PRIMARY HOOD LATCHES

Dear: (Name)

Customer satisfaction is very important to Chrysler. Accordingly, we are recommending the following service on some 2008 model year Jeep® Wrangler vehicles.

The problem is... The two primary hood latches on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may have been incorrectly manufactured and could fail. A primary hood latch failure on one side of the hood can cause the hood to flutter on the affected side. If both primary latches fail, the hood can lift to the secondary hood latch position while driving.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace both primary hood latches on your vehicle. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

What you must do... Simply **contact your dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them 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 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 are 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 H38

*Buckle up
for Safety!*