



VIN: xxxxxxxxxxxxxxxxxxxx

Owner Name

1234 Anywhere St

Anytown, St XXXXX

Dear (Name):

This letter is to inform you that the warranty period on your Chrysler Group LLC Pacifica's front engine cradle has been extended to 10 years or 150,000 miles, whichever occurs first. This engine cradle extended warranty coverage applies to Chrysler Pacifica model years 2004-2005.

We are extending the warranty period on your front engine cradle because some vehicles operated in areas of high road salt usage, may experience engine cradle corrosion resulting in a drivability vibration and or/shake. **If your vehicle is operating properly, there is nothing you are required to do.** If you are experiencing the conditions as described in this warranty extension within the 10 year or 150,000 mile period, simply contact your dealer to have repairs performed. Your dealer will inspect the engine cradle for perforation corrosion on the rear cross car cradle support and replace if necessary.

If you have already experienced this engine cradle concern and have paid to have it repaired, you may be eligible to receive a reimbursement. You may send your original receipts, invoices and/or repair order with adequate proof of payment (copy of the front and back of cancelled check, or copy of credit card receipt, etc.). Please mail to the following address for reimbursement, your claim will be acted upon within 60 days of receipt:

Chrysler Customer Assistance Center  
P.O. Box 21-8007  
Auburn Hills, MI 48321-8007

If you have questions or need any assistance, please contact your dealer or the Chrysler Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday 9:00 AM to 5:00 PM, EST. They can be reached at 1-800-247-9753.

Please keep this letter with your vehicle's other warranty information for future reference if necessary. The warranty extension applies to the above components only; the other terms of your warranty remain the same.

Chrysler is taking this action to demonstrate its commitment to your continued satisfaction.

Chrysler Group LLC