



CUSTOMER SATISFACTION NOTIFICATION

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FRONT HALF SHAFT BOOT CLAMPS

Dear: (Name)

At Chrysler Group LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle. This will be done at no charge to you.

We are recommending the following improvements be performed on some **2014 model year Dodge Durango and Jeep® Grand Cherokee vehicles equipped with a Quadra-Trac transfer case.**

Recommended Service: The front half shaft boot clamps on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may not have been installed onto the half shaft correctly. A loose half shaft boot clamp could allow grease from the Constant Velocity (CV) joint to leak out while driving.

What your dealer will do: Chrysler will service your vehicle free of charge (parts and labor). To do this, your dealer will replace both front half shafts. The work will take about 2 hours to complete. We recommend that you make an appointment with your dealer to minimize your inconvenience.

What you should do: Simply **contact your Chrysler, Jeep, Dodge or RAM dealer**, at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. Although not required, we recommend bringing 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 60 days.

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
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We apologize for any inconvenience this service may cause to your schedule. Chrysler is 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. Thank you for being our customer.

Sincerely,
Customer Service / Field Operations
Chrysler Group LLC