



VIN: xxxxxxxxxxxxxxxxxxxx

Owner Name

1234 Anywhere St

Anytown, St XXXXX

Dear (Name):

This letter is to inform you that the warranty period (12 months or 12,000 miles) on your minivan's front brake pads and rotors has been extended to 3 years or 36,000 miles, whichever occurs first. This extended front brake pads and rotors warranty coverage applies to select Chrysler Town & Country and Dodge Grand Caravan model year 2009 – 2011 minivans.

We are extending the warranty period on your front pads and rotors because some of the minivans may need pads and rotors replaced earlier than expected. **If your vehicle is operating properly, there is nothing you are required to do.** Should the front pads and rotors on your minivan require replacement after the expiration of 12 months or 12,000 miles but before 24 months or 24,000 miles, whichever comes first, Chrysler LLC will pay for the cost of parts and labor necessary to replace them less a \$50 deductible. Furthermore, should the front pads and rotors on your minivan need to be replaced after the expiration of 24 months or 24,000 miles, but before 36 months or 36,000 miles, whichever comes first, Chrysler LLC will pay for the cost of the parts and labor necessary to replace them less a \$100 deductible.

If you are experiencing the condition as described in this warranty extension (within the 3 year or 36,000 mile period), simply contact your dealer to schedule a service appointment. Remember to bring this letter with you to your dealer. Please make sure to store this letter with your vehicle's other warranty information for future reference. The warranty extension applies to the above components only; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

If you have already paid for the replacement of your front pads and rotors, you may be eligible to receive a reimbursement. You may complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order 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. Please contact 1-800 Chrysler (247-9753) or 1-800-4-A-Dodge (423-6343).

Chrysler Group LLC