

# DAIMLERCHRYSLER

## **SAFETY RECALL TO INSTALL SEALS ON YOUR MINIVAN'S FUEL RAIL**

Dear DaimlerChrysler Minivan Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some **1996 through 2000 model year Dodge Caravan/Grand Caravan, Plymouth Voyager/Grand Voyager and Chrysler Town & Country minivans equipped with a 3.3L or 3.8L gasoline engine.**

***The problem is...***

**After extended use, the fuel rail crossover tube O-rings on your minivan may leak fuel. Fuel leakage in the presence of an ignition source can result in an engine compartment fire.**

***What DaimlerChrysler and your dealer will do...***

**DaimlerChrysler will repair your minivan free of charge (parts and labor).** To do this, your dealer will inspect the fuel rail assembly. If the fuel rail is NOT leaking fuel, your dealer will install external fuel rail seals. If your fuel rail is leaking fuel, it will be replaced. Fuel rail seal installation will take less than ½ hour to complete. Fuel rail replacement, if necessary, will take about 1½ hours to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

***What you must do to ensure your safety...***

- 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.
- **Bring the enclosed form with you to your dealer.** It identifies the required service to the dealer.

***If you need help...***

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.

If you have already experienced the problem described above 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: DaimlerChrysler Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

***Buckle up  
for Safety***

Customer Services Field Operations  
DaimlerChrysler Corporation  
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