

DAIMLERCHRYSLER

*Buckle up
for Safety!*

CUSTOMER SATISFACTION NOTIFICATION – HEATED SEAT ELEMENTS

Dear: (Name)

The satisfaction of our customers is very important to DaimlerChrysler. Because of this, we are requesting owners of some **1999 and 2000 model year Dodge Grand Caravan and Chrysler Town & Country vehicles equipped with heated front seats** to contact their dealer to have the following service performed.

The problem is... **The front seat electric heater elements in your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) may fatigue and cause localized overheating and/or discoloration of the seat cover surface.**

What your dealer will do... **DaimlerChrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will replace both front seat heater elements. The work will take about two hours to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

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 DaimlerChrysler at 1-800-853-1403.

Please help us update our records, by filling out the enclosed prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. Be sure to print the last eight (8) characters of the VIN (VVVVVVVV) and notification code D43 on the postcard.

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: DaimlerChrysler, P.O. Box 610207, Port Huron, MI 48061-0207, Attention: Reimbursement.

We're 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
DaimlerChrysler Corporation
Notification Code D43