



## **CUSTOMER SATISFACTION NOTIFICATION M38 REPROGRAM POWERTRAIN CONTROL MODULE**

Dear: (Name)

At Chrysler Group LLC, you can be assured that we are changing the way we look at quality. To prove our commitment to quality, the company is investing in and prioritizing improvements for every vehicle that we build. As part of that commitment, we are also targeting existing vehicles on the road today and contacting our customers to provide these quality improvements, at no charge, that will help to improve your ownership satisfaction.

We are recommending the following improvements be performed on some **2011 through 2013 model year Dodge Grand Caravan and Chrysler Town & Country vehicles equipped with a 3.6L engine and a six speed transaxle.**

***Recommended Service:*** **The Powertrain Control Module on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may contain software programming that could cause poor automatic transaxle shift quality. The new Powertrain Control Module software program will improve the shift quality of the automatic transaxle.**

***What your dealer will do:*** **Chrysler will service your vehicle free of charge (parts and labor).** To do this, your dealer will reprogram the Powertrain Control Module. The work will take about ½ hour 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, or Dodge 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. Moving forward we are 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.

Sincerely,  
Customer Service / Field Operations  
Chrysler Group LLC  
Notification Code M38