

September 10, 2010

**K10****CUSTOMER SATISFACTION NOTIFICATION K10  
PERFORATED SEAT COVER**

Dear Chrysler Canada Vehicle Owner:

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 **2009 model year Ram trucks equipped with perforated leather trimmed bucket seats.**

**Recommended  
Service:**

**The front driver and passenger seat cushion covers may tear during normal usage.**

**What your dealer  
will do...**

**Chrysler will repair your vehicle free of charge.** To do this, your dealer will replace both the driver and passenger seat cushions. The work will take about 2 hours to complete and **you will not be charged for this service.** However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

**What you must do...**

Simply **contact your selling dealer** right away to schedule a service appointment, **and** at the same time provide your dealer with the vehicle VIN number (shown on the enclosed Service Authorization Card). Ask the dealer to hold the part for your vehicle or to order it before your appointment. On the day of your appointment, **take the enclosed Service Authorization Card with you and give it to your dealer.**

**If you need help...**

If you are unable to return to your selling dealer, any authorized Chrysler Canada dealer can perform this service.

Should you experience any difficulty in obtaining this recall service, please contact Chrysler Canada Customer Service at 1-800-465-2001 (English) or 1-800-387-9983 (French). We will take the necessary steps to ensure prompt servicing of your vehicle.

If your name and address as shown on the enclosed Service Authorization Card is incorrect in any way or if you no longer own this vehicle, please detach the mail-in portion of the card, fill in the correct or new information, sign and mail it. Postage will be paid by Chrysler Canada Inc. Your input is needed to update our records.

We regret any inconvenience this action may cause you. However, we believe that this special service will help ensure your continuing satisfaction with our products.

Thank you for your attention to this important matter.

***Buckle Up  
for Safety***

Yours very truly,

**Chrysler Canada Inc.**

National Service and Parts Manager