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CUSTOMER SATISFACTION NOTIFICATION H11 – MyGIG Radio Software Update

Dear: (Name)

Customer satisfaction is very important to Chrysler. Accordingly, we are recommending the following service on some **2007 through 2009 model year Chrysler, Dodge and Jeep® vehicles equipped with a MyGIG Radio.**

The problem is... The MyGIG Radio in your vehicle (VIN: xxxxxxxxxxxxxxxxxxx) may become inoperative due to either a jukebox or hard disc drive corruption concern. A radio that becomes inoperative due to either of these concerns must be replaced.

What you must do... We ask that you load the enclosed software update disc into your radio immediately to prevent it from becoming inoperative. To update your radio, simply follow the instructions located on the outside of the update disc sleeve. The software update will also provide audio and graphic enhancements, as well as functional improvements to ease customer usage. In addition, the software update for vehicles equipped with a navigation radio provides enhanced hands free phone support and real time traffic information. For additional information and/or a revised operator's manual for your MyGIG radio, refer to www.chrysler.com/en/owners/mygig/ click on "MyGIG Resources", then "Download Owners Manual".

If you prefer not to install the software yourself, simply **contact your dealer** to schedule a service appointment. **Please bring the enclosed update disc and 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 Chrysler at 1-800-853-1403.

Please help us update our records, by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle.

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: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, 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
Chrysler
Notification Code H11

*Buckle up
for Safety!*