

CSC-10028064-3056



**CUSTOMER SATISFACTION NOTIFICATION H16
LOW PRESSURE POWER STEERING HOSE**

Dear: (Name)

Customer satisfaction is very important to Chrysler. Accordingly, we are recommending the following service on some **2008 model year Dodge Grand Caravan or Chrysler Town & Country vehicles.**

The problem is... The low pressure power steering hose on your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) may leak under certain extreme cold climate operating conditions. This can cause a loss of power steering assist upon vehicle start up.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the low pressure power steering hose. The work will take about 1 hour to complete. However, additional time may be necessary depending on service schedules.

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 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. You may also update this information on the web at CCCCCCCCCCCCCCCCCCCCCCCCCCCCCC

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 H16