CHRYSLER

CUSTOMER SATISFACTION NOTIFICATION L24
SOFT TOP PREMATURE WEAR AT ROOF BOWS

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 **2010 and 2011 model year Jeep® Wrangler vehicles equipped with 4 doors and a soft top or dual top.**

Recommended Service:	**The soft top on your Jeep** (VIN: xxxxxxxxxxxxxxxxx) **may wear prematurely at the second and/or third roof bows.**
What your dealer will do:	**Chrysler will service your vehicle free of charge (parts and labor).** To do this, your dealer will inspect the soft top for pin holes and/or tears at the second and third roof bows. All vehicles will receive roof bow shields to prevent excessive wear. Soft tops found with pin holes and/or tears will be replaced. Installing the shields will take about ½ hour to complete. If the soft top requires replacement, an additional 1.5 hours will be required. 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 CCCCCCCCCCCCCCCCCCCCCCCCC

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 L24