DAIMLERCHRYSLER

PRODUCT IMPROVEMENT ACTION TO REPLACE THE LOCK LINKAGE ON YOUR MINIVAN'S SLIDING DOORS

Dear DaimlerChrysler Minivan Owner:

DaimlerChrysler Corporation is requesting owners of some **2001 model year Chrysler Voyager, Chrysler Town & Country and Dodge Caravan/Grand Caravan minivans that are NOT equipped with the remote keyless entry option to contact their dealer for installation of improvements to the sliding door lock linkage. Our records indicate that your vehicle is part of this action.**

The problem is...

Based on the results of high speed vehicle crash tests conducted by the National Highway Traffic Safety Administration (NHTSA), DaimlerChrysler has concluded that the sliding door latches on your minivan (identified on the enclosed form) **may release during certain severe accident conditions that involve the sliding door. This could allow the sliding door to partially open. This product improvement action is designed to enhance your safety in the event of such an accident.**

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will make improvements to the sliding doors on your minivan free of charge (parts and labor). To do this, your dealer will replace both sliding door key cylinder-to-bellcrank links. The work will take about ½ hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety...

- Simply **contact your dealer** right away to schedule a service appointment. Ask the dealer to hold the lock linkages for your vehicle or to order them before your appointment.
- **Bring the enclosed form with you to your dealer.** It identifies the required service to the dealer.
- **As always, for your safety, make sure that all passengers are properly restrained in appropriate seats.**

If you need help...

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.

We're sorry for any inconvenience arising from this product improvement action. Thank you for your prompt attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
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Buckle up for Safety