

DAIMLERCHRYSLER

SAFETY RECALL TO REINFORCE YOUR VEHICLE'S STEERING GEAR CROSSMEMBER

Dear Dodge Viper Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some **1999 and 2000 model year Dodge Viper vehicles**.

The problem is... Aggressive driving, such as racing, may lead to cracking and separation of the steering gear crossmember from the frame. This can cause unexpected steering looseness and lag which could result in an accident without warning.

What DaimlerChrysler and your dealer will do... DaimlerChrysler will repair your vehicle (identified in the enclosed form) free of charge (parts and labor). To do this, your dealer will inspect your vehicle's steering gear crossmember and install a reinforcement bracket. The repair will take about 3 hours to complete. If cracks are found in the steering gear crossmember, a new crossmember will be installed which will require an additional 6 hours to complete. However additional time may also 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 parts 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.

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.

If you have already experienced the problem described above 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: DaimlerChrysler Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

***Buckle up
for Safety***

Customer Services Field Operations
DaimlerChrysler Corporation
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