



SAFETY RECALL G28 – IGNITION/PARK SHIFT INTERLOCK

Dear: (Name)

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2001 and 2002 model year Dodge Ram Van/Wagon, Dakota and Durango vehicles and 2002 model year Dodge Ram Pick Up Trucks equipped with a column mounted automatic transmission shift lever.**

The problem is... **The Ignition/Park interlock system on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may become inoperative. This can allow the shifter to be moved out of the “Park” position with the ignition key removed (or in the “Lock” position). This can also allow the ignition key to be removed when the shifter has not been placed in the “Park” position. Either of these conditions could allow the vehicle to roll away and cause a crash without warning.**

What your dealer will do... **Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the steering column gear shift blocker. The work will take about an hour to complete. However, additional time may be necessary depending on service schedules.**

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. 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.

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 P.O. Box 4639 Oak Ridge, TN 37831, 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, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

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

Customer Services Field Operations
Chrysler
Notification Code G28

*Buckle up
for Safety!*

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.