

International Technical Service Bulletin

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SUBJECT:

European Owner's Manual Addendum - Consumer Assistance Section

MODELS:

2002 (JR) Chrysler Sebring Sedan/Convertible
2002 (KJ) Jeep Cherokee
2002 (LH) Chrysler 300M/Concorde
2002 (PG) Chrysler PT Cruiser
2002 (PL) Chrysler Neon
2002 (RG) Chrysler Voyager
2002 (TJ) Jeep Wrangler
2002 (WG) Jeep Grand Cherokee

DISCUSSION:

A European Owner's Manual Addendum is available for 2002 Chrysler and Jeep vehicles. This addendum updates the Consumer Assistance section of the Owner's Manual. This addendum can be found and printed from the ITIL CD (031 or later). Locate the TSB by document number I26-808-01.

All unsold vehicles in dealer/distributor inventory should have the addendum placed in the Owner's Manual.

POLICY:

Information Only

OWNER'S MANUAL ADDENDUM

THIS ADDENDUM REPLACES THE INFORMATION PROVIDED IN THE IF YOU NEED ASSISTANCE SECTION OF YOUR OWNER'S MANUAL.

Chrysler International distributors are vitally interested in your satisfaction with their products and services. If a servicing problem or other difficulty should occur, we recommend that you take the following steps:

Discuss the problem at the authorized dealer with the dealer principal or the service manager. Management personnel at the authorized dealer are in the best position to resolve the problem quickly.

When you contact the distributor please provide all of the following information:

- Your name, address, and phone number.
- Vehicle Identification Number (this 17 digit number is found on an etched plate, located on the instrument panel, visible through the windshield.
- Selling and servicing authorized dealer.
- Vehicle's delivery date and current odometer distance.
- Service history of your vehicle.
- An accurate description of the problem and the conditions under which it occurs.

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