

Dear Employees,

Welcome back! Despite the two-week shutdown there has been quite a bit of activity here at Chrysler, and I want to give you a brief recap of some news highlights you may have missed:

- The latest J.D. Power Customer Service Index (CSI) survey that measures customer satisfaction with dealer service was released, and our improvement was encouraging. Chrysler LLC scored 865, a 10-point improvement with Jeep and Chrysler brands among the most-improved brands in the industry. The Chrysler brand (882) outperformed the non-premium average (879) in the 2008 study. This improvement demonstrates progress in the company's efforts to improve customer satisfaction. We believe we will continue to improve in future surveys through a number of efforts being implemented with our dealer partners. While we work aggressively to improve every aspect of customer satisfaction, this survey shows we are on the right track to better serve our customers.
- Chrysler LLC received the top ranking in the automotive industry in the NAACP's annual report card on corporate America's financial relationship with the African-American community. The report evaluates employment, marketing and communications, charitable giving, supplier diversity and one industry-specific area for each company and for each industry.
- New children's playgrounds arose in three communities as part of our partnership with KaBoom to ensure every child has a safe place to play. Volunteers from Chrysler, Jeep and Dodge dealers, employees and The Chrysler Foundation joined with local community organizers to build playgrounds at Jackson Elementary School in Omaha, Neb.; Whitefoord Elementary School in Atlanta; and Delia Park in Sterling Heights, Mich.
- The Chrysler Foundation donated \$50,000 to the Victory Junction Gang Camp to honor Richard Petty and his 50-year career in NASCAR as a driver and team owner. "The King" won seven Cup championships and a record 200 races -- the vast majority while driving either a Plymouth or Dodge. The Victory Junction Gang Camp enriches the lives of children with chronic or serious medical conditions by providing fun and empowering camping experiences.

And in today's news, The Wall Street Journal reports on Chrysler Financial's annual process of renewing its credit conduit. As is customary for many auto finance companies, this renewal process takes place every year. We will continue to offer competitive financing and lease options for our customers and dealers. In fact, we are currently offering 0 percent financing for 72 months on our Dodge Ram pickups, as well as many other attractive offers

Elsewhere during the summer shutdown, the signs of economic challenge continued for the United States, with housing starts reaching a new 17-year low and continued troubles for Freddie Mac and Fannie May. Federal Reserve Chairman Ben Bernanke appeared before Congress to address concerns about the nation's economy. General Motors announced a major restructuring and cost-cutting plan. Here's a link to a special page on The Scoop that summarizes these and a number of other stories of interest from the last two weeks.

Meanwhile, BusinessWeek reported on our strategy of creating partnerships and alliances to extend our portfolio, geographic reach and technology capabilities. Here is the link*

http://www.businessweek.com/managing/content/jul2008/ca2008078_611974.htm?ch

[an=search\)to](#) that story. The online version of the article includes a video interview with Jim Press, Tom LaSorda and me. In a second video interview, Ron Harbour, author of The Harbour Report, discusses Chrysler's improvements which led us to equal Toyota in overall manufacturing productivity.

I also was pleased to see our Dodge Journey receive a positive review from USA Today's James Healy. In case you missed it, here is a link.*

During the shutdown, I hope you had an opportunity to enjoy time with your loved ones and that you have returned to work refreshed and ready for the challenges ahead. For those of you who worked during all or part of the shutdown to take care of critical functions, I want to express my appreciation to you for helping move the company forward. Now let's all roll up our sleeves and get back to work, sticking to the course we have set for ourselves to return to profitability and become a world-class company.

Sincerely,

Bob