

**From:** [Timian, Jennifer \(NHTSA\)](#)  
**To:** [RMD.ODI \(NHTSA\)](#)  
**Cc:** [Borris, Frank \(NHTSA\)](#)  
**Subject:** Jeep Post-Rear Collision Fire Recall Interim Notice Schedule (13V252)  
**Date:** Thursday, December 05, 2013 2:16:32 PM  
**Attachments:** [image2013-12-05-140315.pdf - Adobe Acrobat Pro.pdf](#)

---

(b)(5)

(b)(5)

Jennifer

**From:** [Schuler, Kelly \(NHTSA\)](#)  
**To:** [Timian, Jennifer \(NHTSA\)](#)  
**Subject:** RE: Has Chrysler mailed the interim notices on Jeep fires (13V252)?  
**Date:** Monday, August 26, 2013 1:20:37 PM

---

Will do.

Kelly Schuler  
Safety Recall Specialist  
Recall Management Division  
Office of Defects Investigation  
Enforcement  
(202) 366-5227

---

**From:** Timian, Jennifer (NHTSA)  
**Sent:** Monday, August 26, 2013 1:20 PM  
**To:** Schuler, Kelly (NHTSA)  
**Subject:** RE: Has Chrysler mailed the interim notices on Jeep fires (13V252)?

Yes.

---

**From:** Schuler, Kelly (NHTSA)  
**Sent:** Monday, August 26, 2013 1:10 PM  
**To:** Timian, Jennifer (NHTSA)  
**Subject:** RE: Has Chrysler mailed the interim notices on Jeep fires (13V252)?

I can't tell.. Want me to find out?

Kelly Schuler  
Safety Recall Specialist  
Recall Management Division  
Office of Defects Investigation  
Enforcement  
(202) 366-5227

---

**From:** Timian, Jennifer (NHTSA)  
**Sent:** Monday, August 26, 2013 1:07 PM  
**To:** Schuler, Kelly (NHTSA)  
**Subject:** Has Chrysler mailed the interim notices on Jeep fires (13V252)?

(b)(5)

Thanks

**From:** [Schuler, Kelly \(NHTSA\)](#)  
**To:** [Timian, Jennifer \(NHTSA\)](#)  
**Subject:** RE: Has Chrysler mailed the interim notices on Jeep fires (13V252)?  
**Date:** Monday, August 26, 2013 5:16:48 PM

---

I did leave a telephone message for Bernier earlier, but hadn't heard back.

---

**From:** Timian, Jennifer (NHTSA)  
**Sent:** Monday, August 26, 2013 5:07 PM  
**To:** Schuler, Kelly (NHTSA)  
**Subject:** RE: Has Chrysler mailed the interim notices on Jeep fires (13V252)?

(b)(5)

---

**From:** Schuler, Kelly (NHTSA)  
**Sent:** Monday, August 26, 2013 1:10 PM  
**To:** Timian, Jennifer (NHTSA)  
**Subject:** RE: Has Chrysler mailed the interim notices on Jeep fires (13V252)?

I can't tell. Want me to find out?

Kelly Schuler  
Safety Recall Specialist  
Recall Management Division  
Office of Defects Investigation  
Enforcement  
(202) 366-5227

---

**From:** Timian, Jennifer (NHTSA)  
**Sent:** Monday, August 26, 2013 1:07 PM  
**To:** Schuler, Kelly (NHTSA)  
**Subject:** Has Chrysler mailed the interim notices on Jeep fires (13V252)?

(b)(5)

Thanks

**From:** (b)(6)  
**To:** RMD.ODI (NHTSA)  
**Subject:** Re: jeeps: Post-Collision Fire after Rear Impact  
**Date:** Thursday, November 07, 2013 3:35:57 PM

---

Who can I contact who can give me an answer? ... Thanks.

On Thu, Nov 7, 2013 at 3:27 PM, <[RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov)> wrote:

As I understand it, the details of the remedy are still being figured out.

**JOSH NEFF**

SAFETY RECALL ANALYST  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
DEPARTMENT OF TRANSPORTATION

**From:** (b)(6)  
**Sent:** Thursday, November 07, 2013 2:44 PM  
**To:** RMD.ODI (NHTSA)  
**Subject:** Re: jeeps: Post-Collision Fire after Rear Impact

Mr. Neff,

Can you please tell me if the recall is final or is this an issue that NHTSA is still in negotiations with Chrysler?

(b)(6)

On Thu, Nov 7, 2013 at 1:06 PM, <[RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov)> wrote:

Mr. (b)(6)

We have received your inquiry, but unfortunately the issues delaying the repairs are not yet resolved and we do not have any additional information at this time.

Sorry that we could not help expedite the repairs to your vehicle.

**JOSH NEFF**

SAFETY RECALL ANALYST

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

DEPARTMENT OF TRANSPORTATION

**From:** (b)(6)  
**Sent:** Thursday, November 07, 2013 8:17 AM  
**To:** RMD.ODI (NHTSA)  
**Subject:** Fwd: jeeps: Post-Collision Fire after Rear Impact

Attached is my email from Nov 5th to Kelly , can anyone help?

----- Forwarded message -----  
**From:** (b)(6)  
**Date:** Tue, Nov 5, 2013 at 4:32 PM  
**Subject:** jeeps: Post-Collision Fire after Rear Impact  
**To:** [kelly.schuler@dot.gov](mailto:kelly.schuler@dot.gov)

Kelly,

I am writing as a consumer, I own a 97 Jeep Grand Cherokee. I have attached Jennifer Timian's letter to Chrysler dated June 21,2013 regarding Jeep Grand Cherokee and Jeep Liberty models for the stated years. Chrysler has taken no action on this recall and depending on who you speak to at Chrysler you get no comment as to when they will take action or they state that they are awaiting NHTSA final approval before commencing the recall. I have spoken to the NHTSA call center and spoke to Mr. Lewis the supervisor who told me the recall is final and Chrysler should be acting on it. He highlighted the attached letter. I have read the letter and call to your attention to the fifth to last paragraph :

We have received Chrysler's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

This would indicate that Chrysler is indeed correct and you would not expect Chrysler to have begun the recall. Is this true? Since this letter is dated back in June I am assuming I am missing something. Please clarify this issue as I am confused as to what I should be expecting from Chrysler...

Thank you,

(b)(6)

Cranford, NJ

(b)(6)

(b)(6)

NHTSA LETTER?

<http://www-odi.nhtsa.dot.gov/acms/cs/jaxrs/download/doc/UCM440558/RCAK-13V252-1688.PDF>

**From:** [Timian, Jennifer \(NHTSA\)](#)  
**To:** [RMD.ODI \(NHTSA\)](#); [Neff, Joshua \(NHTSA\)](#); [Schuler, Kelly \(NHTSA\)](#)  
**Subject:** RE: jeeps: Post-Collision Fire after Rear Impact  
**Date:** Thursday, November 07, 2013 12:57:50 PM

---

(b)(5)

Thank you,

*Jennifer Timian*  
Chief, Recall Management Division  
NHTSA  
(202) 366-0209

---

**From:** [Neff, Joshua \(NHTSA\)](#) **On Behalf Of** [RMD.ODI \(NHTSA\)](#)  
**Sent:** Thursday, November 07, 2013 10:20 AM  
**To:** [Timian, Jennifer \(NHTSA\)](#)  
**Subject:** FW: jeeps: Post-Collision Fire after Rear Impact

And we're getting emails too...

**JOSH NEFF**  
SAFETY RECALL ANALYST  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
DEPARTMENT OF TRANSPORTATION  
202.366.0698

**From:** (b)(6)  
**Sent:** Thursday, November 07, 2013 8:17 AM  
**To:** [RMD.ODI \(NHTSA\)](#)  
**Subject:** Fwd: jeeps: Post-Collision Fire after Rear Impact

Attached is my email from Nov 5th to Kelly , can anyone help?

----- Forwarded message -----

**From:** (b)(6)  
**Date:** Tue, Nov 5, 2013 at 4:32 PM  
**Subject:** jeeps: Post-Collision Fire after Rear Impact  
**To:** [kelly.schuler@dot.gov](mailto:kelly.schuler@dot.gov)

Kelly,  
I am writing as a consumer, I own a 97 Jeep Grand Cherokee. I have attached Jennifer Timian's letter to Chrysler dated June 21,2013 regarding Jeep Grand Cherokee and Jeep Liberty models for the stated years. Chrysler has taken no action on this recall and depending on who you speak to at Chrysler you get no comment as to when they will take action or they state that they are awaiting NHTSA final approval before commencing the recall. I have spoken to the NHTSA call center and spoke to Mr Lewis the supervisor who

told me the recall is final and Chrysler should be acting on it. He highlighted the attached letter. I have read the letter and call to your attention to the fifth to last paragraph :

We have received Chrysler's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

This would indicate that Chrysler is indeed correct and you would not expect Chrysler to have begun the recall. Is this true? Since this letter is dated back in June I am assuming I am missing something. Please clarify this issue as I am confused as to what I should be expecting from Chrysler.

Thank you,

(b)(6)

Cranford, NJ (b)(6)

(b)(6)

NHTSA LETTER?

<http://www-odi.nhtsa.dot.gov/acms/cs/jaxrs/download/doc/UCM440558/RCAK-13V252-1688.PDF>



**From:** [Timian, Jennifer \(NHTSA\)](#)  
**To:** [Borris, Frank \(NHTSA\)](#); [Yon, Scott \(NHTSA\)](#); [Ong, Peter \(NHTSA\)](#)  
**Cc:** [RMD.ODI \(NHTSA\)](#)  
**Subject:** 13V252 Parts and Owner Notification  
**Date:** Thursday, March 13, 2014 12:28:01 PM

---

Kristin Kolodge acknowledged they are overdue on providing us the remedy schedule and draft remedy owner notification letter and its schedule.

Chrysler will have both items to us by end of next week... They say we will be pleased as the draft they've seen indicates more parts available to more folks faster.

Thank you,

*Jennifer Timian*  
Chief, Recall Management Division  
NHTSA  
(202) 366-0209

**Borris, Frank (NHTSA)**

**From:** Matthew Liddane <mw15@chrysler.com>  
**Sent:** Tuesday, December 03, 2013 8:30 PM  
**To:** Borris, Frank (NHTSA); Lewis, Nancy (NHTSA)  
**Cc:** Mark Chernoby  
**Subject:** RE: Letters

Nancy/Frank,

Per the discussion yesterday, December 2, 2013, Chrysler is committed to begin the mailings for both the Jeep Grand Cherokee (ZJ) and Jeep Liberty (KJ) Rear Structure recalls next week. Chrysler is aggressively working with our printing supplier to maximize the daily printing capability to assure any open space is utilized to support the Jeep Rear Structure recalls. As you can see from the attached detail, we have a plan which continues to honor your 60 day requirement on the critical steering system campaign (failure mode can be a loss of steering) on our Ram pickups while mailing 30,000 KL and 30,000 ZJ letters by Dec 28th. Beginning the week of December 30, 2013, we will quickly ramp up to the capacity of 200,000 letters per week per model. With these rates and the needed quantities of letters, the anticipated mailing completion dates for the Jeep Rear Structure recalls is as follows: Jeep Grand Cherokee (ZJ) Rear Structure recall is February 18, 2014, while the Jeep Liberty (KJ) Rear Structure recall is February 3, 2014. We will work to beat these estimates and will be able to better estimate after our first week of running this mix production methodology.

The chart below indicates the specific recall launch week and the printing/ mailing for each recall. The weekly total capacity is also included. The N52, N61, N49, N62 and N63 recalls fall into the 60 day to complete the customer mailing Federal Regulation. So Chrysler is committed to meeting the regulation. This commitment limits the quantity of printings/mailings for the Jeep Rear Structure recalls (N45 and N46). The chart below demonstrates the 5 recalls (N52, N61, N49, N62 and N63) commitment to the 60 day mailing regulation. Each of the 5 recalls will complete the mailing process by 12/30/2013. The Jeep Rear Structure recalls will start the printing/ mailing process the week of December 9, 2013 and will complete the printing/ mailing process by the middle of February (February 15, 2014).

Wolverine Mailings	N52	N61	N49	N62	N63	N45	N46	M35	Total
12/9/2013-12/14/2013	522	380	135,000	284,000	-	10,000	10,000	-	439,902
12/16/2013-12/21/2013	-	-	135,000	284,000	-	10,000	10,000	-	439,000
12/23/2013-12/28/2013	-	-	-	284,000	45,000	10,000	10,000	-	349,000
12/30/2013-1/4/2014	-	-	-	-	-	200,000	200,000	-	400,000
1/6/2014-1/11/2014	-	-	-	-	-	220,000	220,000	-	440,000
1/13/2014-1/18/2014	-	-	-	-	-	220,000	220,000	-	440,000
1/20/2014-1/25/2014	-	-	-	-	-	170,000	170,000	100,000	440,000
1/27/2014-2/1/2014	-	-	-	-	-	196,000	144,000	100,000	440,000
2/3/2014-2/8/2014	-	-	-	-	-	340,000	-	100,000	440,000
2/10/2014-2/15/2014	-	-	-	-	-	124,000	-	180,000	304,000
	522	380	270,000	852,000	45,000	1,500,000	984,000	480,000	3,827,902

**Recall Descriptions:**

N52 – 2013-2014 JS/MK Balance Shaft Module  
N61 – 2013 PF Seat Side Airbag Module  
N49 – 2008-2012 D-Trucks (2500/3500) Tie Rod  
N62 – 2003-2008 D-Trucks (2500/3500) Tie Rod  
N63 – 2008-2012 DM/DP/DA (4500/5500) Tie Rod  
N45 – 1993-1998 ZJ Jeep Rear Structure

N46 – 2002-2007 KJ Jeep Rear Structure

Best regards,

**Matthew W. Liddane**

Vice President

Vehicle Concepts, Integration, Functional Sciences & Reg Affairs

Chrysler Group LLC

248-576-5595

[mwl5@chrysler.com](mailto:mwl5@chrysler.com)

**From:** [Frank.Borris@dot.gov](mailto:Frank.Borris@dot.gov) [<mailto:Frank.Borris@dot.gov>]

**Sent:** Tuesday, December 03, 2013 9:23 AM

**To:** Mark Chernoby; [Nancy.Lewis@dot.gov](mailto:Nancy.Lewis@dot.gov)

**Cc:** Matthew Liddane

**Subject:** RE: Letters

Mark,

Thank you for getting back to us today and for being flexible.

Frank

**From:** Mark Chernoby [<mailto:mark.chernoby@chrysler.com>]

**Sent:** Monday, December 02, 2013 8:09 PM

**To:** Lewis, Nancy (NHTSA)

**Cc:** Borris, Frank (NHTSA); Matthew Liddane

**Subject:** Letters

Nancy and Frank,

We confirmed our ability to mix the letter mailings this month.

It will take us until tomorrow to finish a plan but we will be able to meet the requirements on a substantial number of the targeted hitch letters.

Mark



## IMPORTANT SAFETY RECALL

**N45 / NHTSA 13V-252**

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

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

Dear: (Name)

The National Highway Traffic Safety Administration has made a tentative assessment that certain **1993 through 1998 model year Jeep® Grand Cherokee vehicles** contain defects related to motor vehicle safety. Although the NHTSA assessment is non-final, Chrysler Group has decided to conduct a voluntary safety recall to respond to customer concerns about that assessment.

***The problem is...***     **The fuel tank on your vehicle has a small chance of experiencing a fuel leak during certain types of rear end collisions. Fuel leakage in the presence of an ignition source can result in an underbody fire.**

***What your dealer will do...***     **Chrysler intends to inspect your vehicle and install an Original Equipment Manufacturer (OEM) trailer hitch where appropriate, free of charge (parts and labor) to better manage crash forces in low-speed impacts.** The parts required for this program are currently not available. Chrysler is making all reasonable efforts to obtain the parts as quickly as possible. Chrysler will contact you again by mail, with a follow-up notice, when the remedy parts are available.

***What you must do to ensure your safety...***     Once you receive your follow-up notice in the mail, simply **contact your Chrysler, Jeep or Dodge dealer** right away to schedule a service appointment.

***If you need help...***     If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center 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. You may also update this information on the web at [www.jeep.com/ownersreg](http://www.jeep.com/ownersreg).

If you have purchased and installed the OEM trailer hitch after your initial vehicle purchase, please send your original receipt and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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 Group LLC

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



## IMPORTANT SAFETY RECALL

**N46 / NHTSA 13V-252**

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

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

Dear: (Name)

The National Highway Traffic Safety Administration has made a tentative assessment that certain **2002 through 2007 model year Jeep® Liberty vehicles** contain defects related to motor vehicle safety. Although the NHTSA assessment is non-final, Chrysler Group has decided to conduct a voluntary safety recall to respond to customer concerns about that assessment.

***The problem is...***     **The fuel tank on your vehicle has a small chance of experiencing a fuel leak during certain types of rear end collisions. Fuel leakage in the presence of an ignition source can result in an underbody fire.**

***What your dealer will do...***     **Chrysler intends to inspect your vehicle and install an Original Equipment Manufacturer (OEM) trailer hitch where appropriate, free of charge (parts and labor) to better manage crash forces in low-speed impacts.** The parts required for this program are currently not available. Chrysler is making all reasonable efforts to obtain the parts as quickly as possible. Chrysler will contact you again by mail, with a follow-up notice, when the remedy parts are available.

***What you must do to ensure your safety...***     Once you receive your follow-up notice in the mail, simply **contact your Chrysler, Jeep or Dodge dealer** right away to schedule a service appointment.

***If you need help...***     If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center 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. You may also update this information on the web at [www.jeep.com/ownersreg](http://www.jeep.com/ownersreg).

If you have purchased and installed the OEM trailer hitch after your initial vehicle purchase, please send your original receipt and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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 Group LLC

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



**SAFETY RECALL N46 / NHTSA 13V-XXX  
REAR STRUCTURE REINFORCEMENT**

Dear (Name):

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

The National Highway Traffic Safety Administration has made a tentative assessment that certain **2002 through 2007 model year Jeep® Liberty vehicles** contain defects related to motor vehicle safety. Although the NHTSA assessment is non-final, Chrysler Group has decided to conduct a safety recall to respond to customer concerns about that assessment.

***The problem is...***     **The fuel tank on your vehicle (VIN: xxxxxxxxxxxxxxxxx) has a small chance of experiencing a fuel leak during certain types of rear end collisions. Fuel leakage in the presence of an ignition source can result in an underbody fire.**

***What your dealer will do...***     **Chrysler intends to inspect your vehicle and install an OEM trailer hitch where appropriate, free of charge (parts and labor).** The parts required for this program are currently not available. Chrysler is making all reasonable efforts to obtain the parts as quickly as possible. Chrysler will contact you again by mail, with a follow-up notice, when the remedy parts are available.

***What you must do to ensure your safety...***     Once you receive your follow-up notice in the mail, simply **contact your Chrysler, Jeep or Dodge dealer** right away to schedule a service appointment.

***If you need help...***     If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center 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. You may also update this information on the web at [www.jeep.com/ownersreg](http://www.jeep.com/ownersreg).

If you have already experienced this condition and have paid to have it repaired, you may be eligible for reimbursement. Please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to carry out this program 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 Group LLC  
Notification Code N46

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



**SAFETY RECALL N45 / NHTSA 13V-XXX  
REAR STRUCTURE REINFORCEMENT**

Dear (Name):

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

The National Highway Traffic Safety Administration has made a tentative assessment that certain **1993 through 1998 model year Jeep® Grand Cherokee vehicles** contain defects related to motor vehicle safety. Although the NHTSA assessment is non-final, Chrysler Group has decided to conduct a safety recall to respond to customer concerns about that assessment.

***The problem is...***      **The fuel tank on your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) has a small chance of experiencing a fuel leak during certain types of rear end collisions. Fuel leakage in the presence of an ignition source can result in an underbody fire.**

***What your dealer will do...***      **Chrysler intends to inspect your vehicle and install an OEM trailer hitch where appropriate, free of charge (parts and labor).** The parts required for this program are currently not available. Chrysler is making all reasonable efforts to obtain the parts as quickly as possible. Chrysler will contact you again by mail, with a follow-up notice, when the remedy parts are available.

***What you must do to ensure your safety...***      Once you receive your follow-up notice in the mail, simply **contact your Chrysler, Jeep or Dodge dealer** right away to schedule a service appointment.

***If you need help...***      If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center 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. You may also update this information on the web at [www.jeep.com/ownersreg](http://www.jeep.com/ownersreg).

If you have already experienced this condition and have paid to have it repaired, you may be eligible for reimbursement. Please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to carry out this program 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 Group LLC  
Notification Code N45

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