

NVS-200

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INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

LAW OFFICES OF [REDACTED]

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AUG - 7 2013

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(1958-2003)

Telephone: [REDACTED]

Facsimile: [REDACTED]

July 30, 2013

Chrysler Group, LLC
Recall Administration 482-00-85
P.O. Box 218008
Auburn Hills, MI USA 48321-8008

RE: SAFETY RECALL NOTICE N23/NHTSA 13V-175
TRANSFER CASE ACTUATOR
VIN 9C [REDACTED] (last eight characters)

Gentlemen:

I am enclosing herewith a recall letter I received at least two months ago covering my 1999 Jeep Grand Cherokee. To this date, Chrysler Corporation has not corrected the defect in the transmission and I am afraid to drive the vehicle for fear that it may move inadvertently and cause a crash.

As far as I am concerned, the vehicle is dangerous to drive. Please consider this letter as a formal complaint and classify this car under the Lemon Law of the State of Connecticut. I would like this car returned to the dealer and my purchase money returned in full to me immediately.

Very truly yours,

[REDACTED]

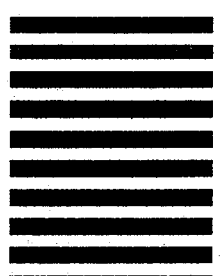
[REDACTED]mep

cc: Administrator, National Highway Traffic Safety

NAH
8813
SMD



RECALL ADMINISTRATION 482-00-85
PO BOX 218008
AUBURN HILLS MI 48321-9959



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI
POSTAGE WILL BE PAID BY ADDRESSEE

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IN THE
UNITED STATES



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Electronic Service Requested

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IMPORTANT!

SAFETY RECALL NOTICE

9C [REDACTED] N23 0030495

NEWTOWN, CT [REDACTED]





SAFETY RECALL N23 / NHTSA 13V-175 TRANSFER CASE ACTUATOR

Dear [REDACTED]

This interim notification letter 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 **2005 - 2010 model year (WK) Jeep Grand Cherokee and (XK) Jeep Commander** vehicles equipped with a Quadra-Drive II or Quadra-Trac II four wheel drive system.

The problem is... The transfer case actuator on your vehicle (VIN: 1J8HR58PX9C [REDACTED]) may experience a transfer case actuator encoder electrical failure that results in unintentional transfer case shifting into or through the neutral position. This condition could allow the vehicle to move inadvertently while the vehicle is parked and cause a crash without warning.

What Chrysler is doing.... Chrysler intends to repair your vehicle free of charge (parts and labor). The software required to provide a permanent remedy for this condition is currently not available. Chrysler is making all reasonable efforts to obtain the software as quickly as possible. Chrysler will contact you again by mail, with a follow-up recall notice, when the remedy parts are available.

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

In the meantime, you can eliminate the risk of unintended vehicle movement by apply the park brake after parking the vehicle.

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.

If you have already experienced this condition and have paid to have it repaired, 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 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
Notification Code N23

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



DODGE

CHRYSLER

Jeep

SRT



[REDACTED]
DANBURY, CONNECTICUT

WESTCHESTER NY 105

30 JUL 2013 742 L



Administrator
National Highway Traffic Safety
1200 New Jersey Avenue S.E.
Washington, D.C. 20590

20590

