

FROM: [REDACTED]
TO: Administrator, National Highway Traffic Safety Administration
SUBJECT: Safety recall N281 NHT 5913V-234
DATE: 10-12-13

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

NVS-200

OCT 22 2013

CL-10550209-8170

I went to the cryster dealer ~~EXECUTIVE SECRETARIAT~~ Yuma Arizona. After sitting in the ~~2013 OCT 23 10:29 AM~~ area for an hour and a half I was ~~RECEIVED IN SA~~ told the ~~worker~~ ~~mechanic~~ was unable to open the hood of my Jeep. I think someone at cryster jammed the hood lock so that they wouldn't have to honor the recall. I never had any issues with the hood lock. Cryster seemed reluctant to work on my Jeep since I bought the Jeep in Phoenix. I tried to buy the Jeep in Yuma but the salesman said they had to do some checking. The salesman for the cryster dealership in Phoenix were happy to sell me a Jeep in a timely manner. (I live in Wellton otherwise I would have went to Phoenix). The Phoenix dealership would not have bruce my hood lock.

P.S.

[REDACTED]
10-12-13

All cryster had to do was remove the hood by removing the 2 hood screws adjacent ^{the} windshield — a 5 minute job but instead they damage my Jeep and told me to find a locksmith.

ET
102413
SMD



CHRYSLER

**SAFETY RECALL N28 / NHTSA 13V-234
TRANSMISSION OIL COOLER TUBE**

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 2012 and 2013 model year Jeep® Wrangler vehicles equipped with an automatic transmission.

The problem is... The transmission oil cooler tube on your vehicle (VIN: 1C4AJWAG7CL [REDACTED]) may inadvertently come in contact with the power steering fluid return tube. This tube-to-tube contact could eventually cause the transmission oil cooler tube to develop a wear hole and leak. A loss of transmission fluid could cause transmission damage and if the leaking transmission fluid comes in contact with an ignition source, cause an underbody fire.

What your dealer will do... Chrysler intends to repair your vehicle free of charge (parts and labor). However, the parts required to provide a permanent remedy for this condition are currently not available. Chrysler is making every effort to obtain these parts 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. Ask the dealer to hold the parts for your vehicle or to order them before your appointment.

NOTE: In the unlikely event that your vehicle develops a transmission fluid leak, bring the vehicle to your dealer for diagnosis and repair.

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.chrysler.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 N28

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



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Wellton, AZ



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