

Dec 14, 2013

DEC 24 2013

EXECUTIVE SECRETARIAT

2013 DEC 23 AM 11:25

I am Submitting a written Complaint To the Administrator, National Highway Traffic Safety Administration. After already contacted Moss Bros. Jeep here in Riverside Calif. Month after month since August 2013 when I originally received this recall notice. I finally contacted the Chrysler Group Recall Assistance Center at 1-800-853-1403 in October 2013. They took all my information down and said that they would take care of this problem with Moss Bros. It is now half way through the month of Dec. 2013 and I have not heard anything from the Dealership nor Chrysler Group Recall Center in order to resolve this problem. My Jeep Wrangler is very well taken care of + has gone in for all that is required to date. Please help me to understand where does the problem lay.



ET  
102613  
SMD

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

Dear [REDACTED]

This notice 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: 1C4AJWAG1CL [REDACTED]) may come in contact with the power steering fluid return tube. Prolonged contact of the tubes could cause a leak in the transmission oil cooler tube. Operating the vehicle with insufficient transmission fluid may cause damage to the transmission and a loss of transmission function which may increase the risk of a crash.

**What your dealer will do...** Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the power steering return tube and inspect, and replace if necessary, the transmission oil cooler tube. The work will take about two hours to complete. However, additional time may be necessary depending on service schedules.

**What you must do to ensure your safety...** Simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Ask the dealer to hold the part parts for your vehicle or to order them before your appointment. Please bring this letter with you to your dealer.

**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](http://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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Notification Code

**N28**

VIN (Last 8 Characters of Vehicle Identification Number)

**CL [REDACTED]**

This service was previously performed on my vehicle (check one if applicable):

- My vehicle was inspected and found to be ok.  
 My vehicle was repaired.

This vehicle was (check one if applicable):

- scrapped  stolen  exported

This vehicle was sold to (check one if applicable):

- A dealer, or someone whose name and address is unknown.  
 Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: \_\_\_\_\_

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

- Mr.  Miss  Mr. & Mrs.  Dr.  
 Mrs.  Ms.  Rev.  Business

First Name \_\_\_\_\_ MI \_\_\_\_\_

Last Name \_\_\_\_\_

Street Address \_\_\_\_\_

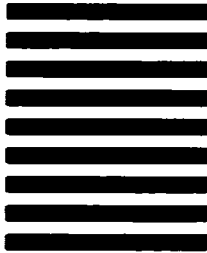
City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

Email Address \_\_\_\_\_



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



POSTAGE WILL BE PAID BY ADDRESSEE

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**CHRYSLER GROUP LLC**

CIMS 482-00-85  
PO Box 218008  
Auburn Hills MI USA 48321-8008  
Electronic Service Requested

PRESORTED  
FIRST CLASS MAIL  
U.S. POSTAGE  
**PAID**  
PERMIT #2655  
DETROIT, MI

**IMPORTANT!**

# SAFETY RECALL NOTICE

XX #1

CL [REDACTED] N28 000176

RIVERSIDE, CA [REDACTED]



0021376/#61775

**Moss Bros.**



**Steve Scott**  
*Assistant Sales  
Manager*

8151 Auto Drive • Riverside, CA 92504  
(951) 688-6200 • 1-800-Boss-Moss • Fax (951) 687-0584  
[www.MossSavings.com](http://www.MossSavings.com) • [sscott@MossSavings.com](mailto:sscott@MossSavings.com)

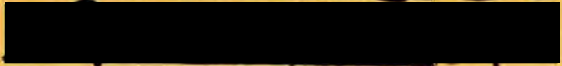
**"At Moss...You're the Boss!"™**



14 DEC 2013



Riverside Ca



NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
1200 New Jersey Ave  
S.E. WASHINGTON, DC 20590



INSIDE!