

Dear Recall,

EXECUTIVE SECRETARIAT

2013 FEB 18 A 7 20 FEB 19 2014

I'm writing because I've not had any success w/ Brig Hamrick Chrysler Jeep Dodge in obtaining the required part for my 2012 Jeep Wrangler - vin IC.ASWAGOLCL [REDACTED]

They tell me that they can't get the required parts needed in a timely manner. I do not find this satisfactory and would like for you to direct me as to where I can go and have my jeep taken in regards to this problem. I don't feel safe driving my vehicle and I don't want excuses that "we can't get the parts - you're on a waiting list" told to me by Brig. Chrysler Jeep Dodge

Please contact me asap - I've been dealing w/ this since 9/2013. I don't want a "temporary fix".

[REDACTED]

NAM
21914
SMD

Chrysler Cust. Assit ~

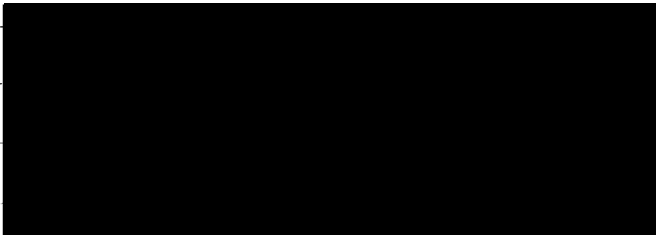
2/10/2014

Could you direct me where and what is required to take care of this problem - please see letter enclosed -

If can't get any satisfaction w/ Bing Chrysler rep - I don't want temp. fixes. Nor do I want to hear - "we can't get parts" - I do not feel safe driving.

Where do I go to have problem fixed?

Thank-you



0033661/#60991

PLEASE PRINT OR TYPE IN BLOCK LETTERS
IF ANY OF THE ITEMS ABOVE DO NOT APPLY

VIN (Last 8 Characters of Vehicle Identification Number)

Notification Code

CL

N28

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. *dealer can't get*

This vehicle was (check one if applicable): *part*

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

First Name _____ MI _____

Last Name _____

Street Address _____

City _____

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

*Spoke w/ John - he said
Chrysler will send another
letter when parts come in*

Dear [REDACTED]

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

*called on 11/25/13 - call back
in a week*

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...

*Dec 3rd called -
spoke w/ Mike*

The transmission oil cooler tube on your vehicle (VIN: 1C4AJWAG0CL[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.

*Used
12-4-13 8 AM
on Jeep inspection*

*12/4/2013
went to dealer
had should put on - they
will call when part comes in*

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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BINGHAMTON CHRYSLER JEEP DODGE

1279 UPPER FRONT STREET
 BINGHAMTON NY 13901
 607-771-7100

THANK YOU FOR YOUR BUSINESS
 NYS DMV REPAIR SHOP # 7109033

12/4/2013 8:13 AM

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Repair Order #36359

BINGHAMTON NY

Vehicle : 2012 Jeep Wrangler 3.6 L 220 CID V6 DOHC 24 Valve

VIN : 1C4AJWAG0CL

Color : Black

Last Mileage : 3944

Odometer In : 4177

Odometer Out : 4178

Created : 12/4/2013 7:57:31 AM

Complete : 12/4/2013 8:13:25 AM

Srv Writer: JD96

Labor/Notes

Code/Tech*	Reference	Description	Price
KIM*	MISC TRANS		\$20.00
INSPECT FOR RECALL N28 , FOUND NO DAMAGE TO LINES AT THIS TIME , REPOSITIONED LINES SO THEY DO NOT RUB ON HARNESS AND WILL CALL CUSTOMER WHEN PARTS COME IN .			

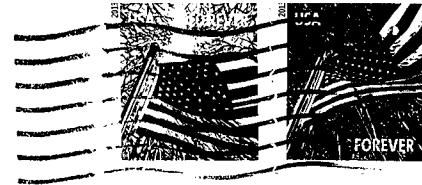
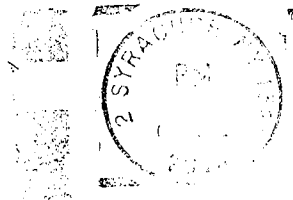
Sublet/Misc.

Qty	Code/Tech*	Reference	Description	Unit Price	Price
-1	-	INTERNAL	GOODWILL	\$20.00	(\$20.00)
			Labor		\$20.00
			Parts		\$0.00
			Sublet/Misc.		\$0.00
			Other Charges		\$0.00
			Charges		(\$20.00)
			Sales Tax	Tax @ \$0.00 * 8.0000%	\$0.00
			Repair Total		\$0.00

Tech Certification #
 KIM

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 20 Days after repairs are completed WILL INCUR A \$5.00 PER DAY STORAGE FEE. 12 Month or 12,000 Mile Warranty On Repairs. 60 DAY WARRANTY ON ALL USED PARTS WITH NO LABOR. THERE IS NO RETURN OF SPECIAL ORDER PARTS.

Customer Signature _____



Administrator - Safety Admin
1200 New Jersey Ave
SE Washington DC
20590

