

[REDACTED]
[REDACTED] Mayhill NM [REDACTED]
[REDACTED]

10 May 2014

MAY 22 2014

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Ave SE
Washington DC 20590

RE: 2012 Jeep Wrangler, VIN 1C4AJWAG1CL [REDACTED]
Safety Recall N28/NHTSA 13V-234. Transmission Oil Cooler Tube

Every few months we receive another undated, identical notice from
Chrysler about this recall. We have repeatedly contacted the two Jeep dealers
with whom we have dealt. Neither has been able to get the recall parts.

This is a strong complaint about the lack of parts distribution to take care of
this recall.

Sincerely,

[REDACTED]

cc: We prefer this dealer for repairs because of distance:
Jack Key Motor Company, 575-434-3916
1501 Highway 70 West, Alamogordo NM 88310

This is the dealer where we bought our Jeep:
Sierra Blanca Motor Co, 575-257-4081
P O Box 219, Ruidoso NM 88345

NM
52814
SMD



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

3rd Notice Received 5/10/14

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. *Keep telling me they are sending parts*

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.

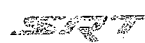
If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. 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>. *only if incident occurs*

M-28-8-8-ET
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.

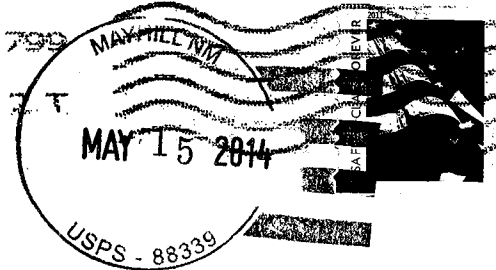




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Washington DC 20590

