

CL-10631832-4136

August 18, 2014

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

National Highway Traffic
Safety Administration
1200 New Jersey Avenue S.E.
Washington DC 20590

Ref: Safety Recall N28/NHTSA 13V-234
Transmission Oil Cooler Tube

AUG 27 2014

Dear Safety Administrator,

I am writing in regards to the referenced recall for my 2012, Jeep Wrangler VIN: 1C4GJWAG8CL [REDACTED] I contacted the dealer of purchase (Performance Chrysler Jeep Dodge, 7010 S. 124th Circle, La Vista, NE 68128) upon notification of the recall to order the part required to correct the defect. I have been waiting for over a year, which in my opinion, seems to be an excessive period of time. I periodically contact the parts department to follow up on the part and have been told repeatedly the dealer only receives one or two of the parts a month and I am still waiting without a projected delivery date for this part.

I am concerned about my personal safety and the safety of my passengers when using my jeep. I would like to be advised on what I can do to expedite the repair of defect. I can be reach at [REDACTED] anytime.

I would appreciate any assistance you can provide me in this matter.

Regards,

[REDACTED]

Bellevue NE [REDACTED]

Attached: Safety Recall Notice

NAM
9814
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: 1C4GJWAG8CL [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.

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.



CHRYSLER GROUP LLC

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

PRESORTED
STANDARD
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DETROIT, MI

IMPORTANT!

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



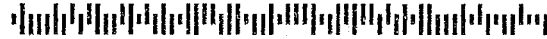
Issued in Accordance
With Federal Law



****AUTO**ALL FOR AADC 680 1/243

CL [REDACTED] N28 07821R

BELLEVUE, NE [REDACTED]



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Bellevue NE

OMAHA NE 681

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National Highway Traffic Safety
Administration
1200 New Jersey Ave. S. E.
Washington DC 20590

