

CL-10743256-9949

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

July 11, 2015

Dear Sir,

JUL 20 2015

I received a Recall Notice back in April and have enclosed a copy of it. I have called numerous times to find out if the part is available and told they have not found a fix yet for this issue.

I believe they have had enough time to resolve this issue and would like you to investigate if they are doing anything about it and when I can expect it to be repaired.

I tow an Rv and don't know what would happen if the engine died out while towing.

Thanks in advance for your assistance. I can be contacted at [REDACTED] or receive e mails
at [REDACTED]

Sincerely,

[REDACTED]

Oviedo Fl [REDACTED]

NM
72315
SMP

IMPORTANT SAFETY RECALL**R09 / NHTSA 14V-115**

This interim notice applies to your vehicle (VIN: 1C4RDHAG3DC [REDACTED]).

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

Dear [REDACTED]

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2011 through 2013 model year Jeep® Grand Cherokee and Dodge Durango vehicles.

The problem is... The Totally Integrated Power Module (TIPM) on your vehicle contains an internal fuel pump relay that could operate intermittently or fail without warning. An intermittent or failed fuel pump relay could cause the engine to stall while driving and cause a crash without warning.

What your dealer will do... FCA will repair your vehicle free of charge (parts and labor). However, the part required to provide a permanent remedy for this condition is currently not available. FCA is making every effort to provide the part as quickly as possible. FCA will contact you again by mail, with a follow-up recall notice, when the remedy part is available.

What you must do to ensure your safety... Once you receive your follow-up notice in the mail, simply contact your Chrysler, Jeep or Dodge dealer right away to schedule a service appointment.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA 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. If you have further questions go to recalls.mopar.com.

If you have already experienced this specific 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: FCA 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
FCA US LLC

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



FCA US LLC

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

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

IMPORTANT!

Electronic Service Requested

XX #1

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



DC

R09

252875

OVIEDO, FL



252875/#70560/R09-3D

PLEASE HELP US UPDATE OUR RECORDS
IF ANY OF THE FOLLOWING CONDITIONS APPLY:

VIN (Last 8 Characters of Vehicle
Identification Number)

DC [REDACTED]

Notification Code

R09

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 _____

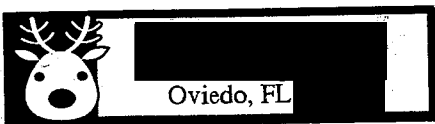
Last Name _____

Street Address _____

City _____

State _____ Zip Code _____

Email Address _____



ORLANDO FL 328

11 JUL 2015 PM 4 L



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

John 3-16 20590

