

FAX COVER SHEET

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

NOV -7 2017

TO:

Scott Yon

PHONE:

FAX NO.: 202-366-1767

ATTENTION:

FROM:

PHONE:

FAX: REPLY ONLY

NUMBER OF PAGES
INCLUDING COVER SHEET:REMARKS: ☐ URGENT ☒ FOR YOUR REVIEW ☐ REPLY ASAP ☐ PLEASE COMMENT

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NM
11-7-17
WD

CUSTOMER #:

INVOICE

DUPLICATE 1
PAGE 1FRANK FLETCHER
DODGE CHRYSLER JEEP
OF JONESBORO3314 Stadium Blvd.
Jonesboro, AR 72404
(870) 932-2246

WYNNE, AR

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 2033 BRANDEE ROBERSON

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	09	DODGE	RAM1500	1D3HB18P29S		67249/67251	
DLR DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
13AUG12 DD			WAIT 20JAN14			COUPS	21JAN14
EQ OPENED	READY	OPTIONS:	SOLD-STK	DLR	ENG:4.7_Liter		
		TRN:A					

13:10 20JAN14 08:37 21JAN14

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A Moved to: 159853C Line: A

SRO Moved to: 159853C Line: A

(N/C)

B Moved to: 159853C Line: B

SRO Moved to: 159853C Line: B

(N/C)

C RECALL N08 REAR AXLE PINION NUT

03N08182 Safety Recall N08 - Rear Axle Pinion Nut

Replace Check Pinion Nut for looseness and

Install Pinion Nut Retainer Ring (C235 or

9.25 Axles with

Semi-Skilled)

1738 CPC

1 CBHKM342AA RETAINER-PINION NUT

(N/C)

(N/C)

D** CUSTOMER SAYS THE CHECK CLIPPING SEEMS UNDER THE BRASS AGAIN AND HIS
HEAT GUN WORKING!! HE HAS THE BRASS ON THIS BEFORE

CAUSE: NONE

02 NO REPAIRS DONE ON THIS

1738 CPC

FOUR FIVE STAR DEALER

0.00 0.00

DID NOT PERFORM ANY REPAIRS AT THIS TIME, NO POPPING NOISE AT THIS
VISIT. **VEHICLE DOES HAVE A NO HEAT ISSUE, NEEDS FURTHER DIAG TO FIND
EXACT CAUSE OF FAILURE. TECH NOTED THAT IT IS RECOMMENDED TO REPLACE
RESISTOR AND POSSIBLY BLOWER MOTOR. CUSTOMER DECLINED REPAIRS.** THIS
IS REPRINT FROM FIRST INVOICE THAT HAD WRONG LABOR OF

*** THE FOLLOWING WORK NOT DONE TRANSFERRED TO PCM 159853C ***

A Moved to: 159853C Line: A

B Moved to: 159853C Line: B

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY. THE ONLY WARRANTIES THAT APPLY ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

*SHOP SUPPLY COSTS: We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$30.00, to the Repair Order for shop supplies used in connection with this repair.

By signing below, you acknowledge that you were notified of and authorized the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

WAIVER OF TRIAL BY JURY: THE PARTIES AGREE TO WAIVE TRIAL BY JURY FOR ANY AND ALL CLAIMS, DISPUTES AND/OR CAUSES OF ACTION ARISING OUT OF, OR RELATING TO, THE VEHICLE OR THIS INVOICE, INCLUDING SERVICE TO THE VEHICLE OR REPRESENTATIONS OR OMISSIONS REGARDING THE VEHICLE. THE PARTIES AGREE TO THIS WAIVER IN THE INTEREST OF AVOIDING, AMONG OTHER THINGS, DELAYS AND EXPENSES ASSOCIATED WITH JURY TRIALS.

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	2.00
TOTAL CHARGES	2.00
LESS INSURANCE	6.00
SALES TAX	0.18
PLEASE PAY THIS AMOUNT	3.82

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS
IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

HERE IS THE VEHICLE INFORMATION YOU PROVIDED:

NON-OWNER

2009 DODGE RAM SLT 4X2 1500 QUAD CAB PICKUP

VIN

1D3HB18P29S [REDACTED]

CURRENT SAFETY RECALLS

Results on this website were last updated on: 11-03-2017 | Showing 1 Recall

Status	Recall Date	FCA Recall #	NHTSA Recall #
--------	-------------	--------------	----------------

☒ Complete	February 05, 2013	N08	13V-038
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Safety Defect/Non Compliance Description and Safety Risk

THE REAR AXLE PINION NUT ON ABOUT 278,000 OF THE ABOVE VEHICLES MAY LOOSEN DUE TO UNDERSIZED PINION SHAFT SPLINES. A LOOSE PINION NUT COULD CAUSE THE REAR AXLE TO SEIZE OR CAUSE THE DRIVESHAFT TO SEPARATE RESULTING IN A LOSS OF MOTIVE POWER. EITHER SITUATION COULD CAUSE A CRASH WITHOUT WARNING.

Repair Description

THE REAR AXLE PINION NUT MUST BE INSPECTED. REAR AXLES FOUND WITH A LOOSE PINION NUT AND/OR A SEIZED UP REAR AXLE ASSEMBLY MUST BE RECONDITIONED. REAR AXLES WITH A 6-POINT PINION NUT THAT HAS NOT LOOSENED WILL HAVE A PINION NUT RETAINER INSTALLED. ALL REAR AXLES WITH A 12-POINT PINION NUT REQUIRE NO ADDITIONAL REPAIRS. TO REQUEST A PRELIMINARY REPURCHASE ESTIMATE FOR YOUR VEHICLE FOLLOW THIS LINK
[HTTP://WWW.FCAUSREPURCHASE.COM/](http://www.fcausrepurchase.com/).

Monday, October 23, 2017

NHTSA Headquarters

1200 New Jersey Avenue SE

West Building

Washington, DC 20590

Jan
11/2/17

[REDACTED]
[REDACTED]
Oklahoma City, Oklahoma [REDACTED]

I am requesting that DOT NHTSA investigate a recall that wasn't completed on Jan. 21, 2014 cause a bodily injury. On January 21, 2014, [REDACTED] had a recall completed on a 2009 Dodge Ram (1500 series) Vin # 1D3HB18P29S [REDACTED] for Safety Recall N08 / NHTSA 13V - 038 Rear Axle Pinion Nut. While driving the vehicle a couple of weeks ago down the highway. The Rear Axle Pinion Nut loosened causing the vehicle to come to a sudden stop causing [REDACTED] hit his chest against the steering wheel. He complains of chest pains daily. The vehicle's loose pinion nut caused the rear axle to seize and cause the driveshaft to separate exactly as the earlier recall stated.

[REDACTED] contacted the Chrysler recall center (Karnisha) he was advised that he would have to pay the towing to take the vehicle back to the previous dealership and they will diagnose the problem and fix.

I contacted the FCA Customer care (800) 853-1403, They advised the exact same response. We are requesting that FCA buy the vehicle back because the pinion nut issue is an continued problem and I don't want to have to bury my kids or family due these things occurring while he is driving the truck with my family. Please formally investigate.

Thanks,

[REDACTED]
Enclosures

PO

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Other products are

[illegible]

Author: Alexander J. ...

It therefore intends to begin with a very short time of storage space and history. The more suggested to provide a permanent record for this condition are currently not available. It therefore will continue to be open by itself, with a following of the source, which the records will be available.

10 Best film award
also the national award
honors

There you choose your fellow-up rough motion in the trail, simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. And the dealer is fast for you - for your vehicle or to order those body and mechanical parts.

*At yam sacred
Banyan*

If you have questions or comments, please contact the Chrysler Group Showroom Association Center at 1-800-955-1402.

Please help us update our records by filling out the attached proposal postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update that information on the web at www.thedodge.com/updates.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and in other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-800*, 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 must submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1215 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline 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 attention to this important matter.

Customer Services Field Ops
Chrysler Gto
Notification C



[illegible]

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES
IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.



CHRYSLER

SAFETY RECALL N08 / NHTSA 13V-038
REAR AXLE PINION NUT

Dear: (Name)

This interim notification letter 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 **2009 model year Chrysler Aspen and Dodge Durango vehicles; and 2009 through 2012 model year Dodge Dakota and Ram 1500 series trucks equipped with a 9.25" rear axle.**

The problem is... The rear axle pinion nut on your truck (VIN: xxxxxxxxxxxxxxxxx) may have been built without an adhesive patch on the pinion nut threads. The lack of this adhesive patch could allow the rear axle pinion nut to loosen and/or the rear driveshaft to separate from the rear axle. A loose pinion nut could cause the rear axle to seize and a separated driveshaft could cause a loss of motive power. Either situation could cause a crash without warning.

What Chrysler is doing... Chrysler intends to repair your vehicle free of charge (parts and labor). The parts required to provide a permanent remedy for this condition are currently not available. 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.

If you need help... If you have questions or concerns, 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 or www.dodge.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 N08

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

Manufacturer Name : Chrysler (FCA US LLC)**Submission Date :** FEB 23, 2016**NHTSA Recall No. :** 13V-038**Manufacturer Recall No. :** N08**Manufacturer Information :****Manufacturer Name :** Chrysler (FCA US LLC)**Address :** 800 Chrysler Drive

CIMS 482-00-91 Auburn Hills MI 48326-2757

Company phone : 1-800-853-1403**Population :****Number of potentially involved :** 278,674**Estimated percentage with defect :** 100**Vehicle Information :****Vehicle :** 2010-2010 DODGE DAKOTA**Vehicle Type :** LIGHT VEHICLES**Body Style :****Power Train :** NR**Descriptive Information :** Certain Dodge RAM (1500 series), Dodge Dakota, Dodge Durango and Chrysler Aspen vehicles.**Production Dates :** DEC 01, 2009 - JUL 09, 2010**VIN (Vehicle Identification Number) Range****Begin :** NR**End :** NR☐ Not sequential VINs**Vehicle :** 2009-2009 DODGE DAKOTA**Vehicle Type :** LIGHT VEHICLES**Body Style :** NR**Power Train :** NR**Descriptive Information :** NR**Production Dates :** FEB 18, 2007 - JUN 30, 2009**VIN (Vehicle Identification Number) Range****Begin :** NR**End :** NR☐ Not sequential VINs**Vehicle :** 2012-2012 DODGE RAM 1500**Vehicle Type :** LIGHT VEHICLES**Body Style :** NR**Power Train :** NR**Descriptive Information :** NR**Production Dates :** DEC 01, 2009 - OCT 20, 2011

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

☐ Not sequential VINs

Vehicle : 2011-2011 DODGE RAM 1500

Vehicle Type : LIGHT VEHICLES

Body Style : NR

Power Train : NR

Descriptive Information : NR

Production Dates : DEC 01, 2009 - OCT 20, 2011

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

☐ Not sequential VINs

Vehicle : 2011-2011 DODGE DAKOTA

Vehicle Type : LIGHT VEHICLES

Body Style : NR

Power Train : NR

Descriptive Information : NR

Production Dates : DEC 01, 2009 - SEP 30, 2011

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

☐ Not sequential VINs

Vehicle : 2010-2010 DODGE RAM 1500

Vehicle Type : LIGHT VEHICLES

Body Style : NR

Power Train : NR

Descriptive Information : NR

Production Dates : DEC 01, 2009 - OCT 20, 2011

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

☐ Not sequential VINs

Vehicle : 2009-2009 DODGE RAM 1500

Vehicle Type : LIGHT VEHICLES

Body Style : NR

Power Train : NR

Descriptive Information : NR

Production Dates : FEB 27, 2008 - JUN 30, 2009

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

☐ Not sequential VINs

Vehicle : 2009-2009 CHRYSLER ASPEN

Vehicle Type : LIGHT VEHICLES

Body Style : NR

Power Train : NR

Descriptive Information : NR

Production Dates : JAN 19, 2007 - DEC 18, 2008

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

☐ Not sequential VINs

Vehicle : 2009-2009 DODGE DURANGO

Vehicle Type : LIGHT VEHICLES

Body Style : NR

Power Train : NR

Descriptive Information : NR

Production Dates : JAN 17, 2007 - DEC 18, 2008

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

☐ Not sequential VINs

Description of Defect :

Description of the Defect : Chrysler is recalling certain model year 2009-2012 Ram 1500 trucks manufactured from February 27, 2008, through June 30, 2009, and from December 1, 2009, through October 20, 2011; model year 2009-2011 Dodge Dakota trucks manufactured from February 27, 2007, through June 30, 2009, and from December 1, 2009, through September 30, 2011; model year 2009 Chrysler Aspen trucks manufactured from January 3, 2008, through December 18, 2008; and model year 2009 Dodge Durango trucks manufactured from January 3, 2008, through December 18, 2008. The rear axle pinion nut may loosen due to an undersized pinion spline that can allow relative motion between the nut and companion flange.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the rear axle pinion nut loosens, the axle can lock up and cause a loss of vehicle control and/or a vehicle crash with little warning.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

NR

Description of Remedy :

Description of Remedy Program : FCA US will conduct a voluntary safety recall to install a pinion nut on all affected Dodge Ram (1500 series), Dodge Dakota, Dodge Durango and Chrysler Aspen Vehicles. Alternatively, for vehicles that have not already been remedied pursuant to this safety recall, FCA US will offer to eligible owners of affected Dodge Ram (1500 series), Dodge Dakota, Dodge Durango and Chrysler Aspen vehicles to refund the purchase price paid by the first purchaser of the vehicle for purposes other than resale, less a reasonable allowance for depreciation, and not including the cost of modifications made to the vehicle after first retail sale ("Purchase Price"). FCA US will additionally offer a premium of 10% above the Purchase Price to any eligible owner of an unremedied vehicle electing this alternative remedy.

FCA US has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, FCA US, as part of the owner letter, will request that customers send the original receipt and/or other adequate proof of payment to the company for confirmation of the expense.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : FCA US will notify dealers and owners on or before September 30, 2015.

Planned Dealer Notification Date : MAR 15, 2013 - NR

Planned Owner Notification Date : OCT 11, 2013 - NR

* NR - Not Reported

N08, N49 & R16 Recall Customer Handling Guidelines
September 30, 2015

Eligible Vehicles

Only unremedied (Recall Status Incomplete) as of July 24, 2015 for the following recalls:

- **Safety Recall N08** - The rear axle pinion nut on the vehicle may loosen due to undersized pinion shaft splines. A loose pinion nut could cause the rear axle to seize or cause the driveshaft to separate resulting in a loss of motive power.
 - 2009-2012 RAM 1500 trucks manufactured from Feb. 27, 2008, through June 30, 2009, and from Dec. 01, 2009, through Oct. 20, 2011.
 - 2009-2011 Dodge Dakota trucks manufactured from Feb. 27, 2007, through June 30, 2009, and from Dec. 01, 2009, through Sept. 30, 2011.
 - 2009 Chrysler Aspen trucks manufactured from Jan. 03, 2008, through Dec. 18, 2008.
 - 2009 Dodge Durango trucks manufactured from Jan. 03, 2008, through Dec. 18, 2008.
- **Safety Recall N49** - The left tie rod ball stud on the truck may fracture under certain driving conditions.
 - 2008-2012 MY RAM 2500 4x4 and 3500 4x4 trucks.
 - 2008-2012 Dodge RAM 3500 4x2 Cab Chassis.
 - 2008 Dodge RAM 1500 Mega Cab 4x4 vehicles.
- **Safety Recall R16** - The left tie rod ball stud on the truck may fracture under certain driving conditions.
 - 2008-2012 RAM 4500 and 5500 trucks manufactured from Feb. 20, 2007, through Dec. 22, 2012.

Customer Options

Eligible customers will have their choice of only 1 of 3 options.

1. **Complete the recall and receive a \$100 Visa Prepaid Card**
2. **Receive a vehicle repurchase offer at Fair Market Value plus 10%**
 - a. After September 01, 2015 Customers can go to **fcarecall.com** to see their estimated buyback value.
 - b. The costs of any Vehicle Modifications are excluded, unless verification is provided showing modification was part of the original vehicle purchase.
 - c. After October 01, 2015 Customers can contact their dealership to arrange for an inspection:
 - i. Dealers will be instructed to call a third party administrator to arrange for an inspection appointment.
 - ii. At Inspection, final offer will be presented to customer.
 - iii. Customer has three options:
 1. Complete vehicle recall and receive \$100 Prepaid Card.
 2. Accept repurchase offer.
 3. Now through January 04, 2016 work with dealer to trade in vehicle utilizing the Trade-In Bonus Incentive (see Option 3).
3. **Trade In Offer (Available August 20, 2015 – January 04, 2016)**
 - a. Customer works with dealer to establish vehicle trade-in value.
 - b. Dealer takes in the vehicle trade-in, in conjunction with new vehicle sale.
 - c. Customer receives all current applicable incentives Plus a \$2,000 Bonus Incentive on RAM Brand products or a \$1,000 Bonus Incentive for Chrysler, Jeep, Dodge or Fiat products (some exclusions apply – reference Incentive Program Rules).

Dealer Handling Guidelines

Option 1: Customer Completes Recall and Receives \$100 Visa Prepaid Card

- Dealer completes recall and submits recall claim.
- Dealer provides customer Repair Order.
- Customer will be able to retrieve the Prepaid Card Redemption Form via fcarecall.com website or contact FCA Customer Care at 866-814-1480.
- Dealers can also obtain Prepaid Card Redemption Form on DealerCONNECT under the Service Tab/Repair Information.
- Customer submits paperwork to Program Administration to receive \$100 Visa Prepaid Card
 - Program Administration information is available on the Prepaid Card Redemption Form.
 - Customers are eligible for Prepaid card if recall was completed on or after July 24, 2015.

Option 2: Vehicle Repurchase

- On or after October 01, 2015, if owner intends on proceeding towards vehicle repurchase, owner is to contact dealer.
- Dealer advises customer of the three options available (Have recall remedy performed and receive \$100 Prepaid card, work with dealer to trade in vehicle utilizing the Trade In Bonus Incentive through January 04, 2016, or receive repurchase offer). If customer still elects repurchase offer, dealer notifies Program Administration at 1-844-840-3730 and provides customer contact information.
- Program Administration will contact customer to collect needed owner information and start repurchase process. Program Administration will ask for FCA US N08, N49, R16 Eligible Vehicle Repurchase Request Form (found in DealerCONNECT), printed Kelly Blue Book (KBB) offer letter, proof of ownership and lienholder contact information. If needed, customer may contact program administration at 1-877-457-0484.
- Customer and a third party inspector meet at dealership at scheduled date and time. Customer signs final offer letter and surrenders the vehicle.
- Dealer remedies the recall on the vehicle, submits a recall claim and awaits vehicle pickup.
- If condition of vehicle is not acceptable upon third party vehicle inspection, customer has the option to remedy recall and receive \$100 Prepaid card, work with dealer to trade in vehicle utilizing the Trade In Bonus Incentive through January 04, 2016, repair vehicle damage and have another inspection by Program Administration, or accept a deduction to repurchase offer.

Dealer Handling Guidelines (Continued)

Option 3: Vehicle Trade Assistance Incentive

- Refer to Incentive Rules for Program 39CGJ.
- Dealer works with customer to establish vehicle trade-in value.
- Dealer takes in the trade-in, in conjunction with new vehicle sale.
- Dealer completes the recall immediately upon trade-in, and submits a recall claim.
- Dealer claims incentive money after recall claim is entered and validated in Warranty System.
- If a customer orders a new FCA vehicle, they may retain their present vehicle until the new vehicle arrives:
 - Dealer must perform the recall on the original vehicle prior to releasing vehicle back to the customer.
 - Incentive Sold Order Protection Rules will apply.

Dealer Handling Guidelines (Fleet Specific)

Option 1: Customer Completes Recall and Receives \$100 Visa Gift Card

- Fleet Customers with 25 Vehicles or more will have the option to submit for a direct check reimbursement following all open recall vehicles are repaired (Process in development)
 - \$100 per completed vehicle after July 24, 2015.
- Remaining Fleet Customers will follow the Retail Process.

Option 2: Vehicle Repurchase

- On or after October 01, 2015, if owner intends on proceeding towards vehicle repurchase, owner is to contact dealer.
- Dealer advises customer of the three options available (Have recall remedy performed and receive \$100 Prepaid card, work with dealer to trade in vehicle utilizing the Trade In Bonus Incentive through January 04, 2016, or receive repurchase offer). If customer still elects repurchase offer, dealer notifies Program Administration at 1-844-840-3730 and provides customer contact information.
- Program Administration will contact customer to collect needed owner information and start repurchase process. Program Administration will ask for FCA US N08, N49, R16 Eligible Vehicle Repurchase Request Form (found in DealerCONNECT), printed Kelly Blue Book (KBB) offer letter, proof of ownership and lienholder contact information. If needed, customer may contact program administration at 1-877-457-0484.
- Customer and the third party inspector meet at dealership at scheduled date and time. Customer signs final offer letter and surrenders the vehicle.
- Dealer remedies the recall on the vehicle, submits a recall claim and awaits vehicle pickup.
- If condition of vehicle is not acceptable upon third party vehicle inspection, customer has the option to remedy recall and receive \$100 Prepaid card, work with dealer to trade in vehicle utilizing the Trade In Bonus Incentive through January 04, 2016, repair vehicle damage and have another inspection by Program Administration, or accept deduction to repurchase offer.

Dealer Handling Guidelines (Fleet Specific) (Continued)

Option 3: Vehicle Trade-in Assistance Incentive

- Refer to Fleet Incentive Rules for Program 37AGH.
- Customer receives VIP or Government Bid Base Incentive.
- Fleet Sales Type 2, 3, 5 and 8 are eligible for Fleet Program 37AGH:
 - Must have an active Fleet Account Number (FAN).
 - \$500 Out of Stock Fleet Dealer Cash Program CF1F_ is eligible (Out of Stock Only).
- Dealer works with customer to establish trade-in value.
- Dealer takes in the trade-in, in conjunction with new vehicle sale.
- Dealer completes recall immediately upon trade-in, and submits recall claim.
- Dealer claims incentive money after recall claim is entered and validated in Warranty System.
- If a customer orders a new FCA vehicle, they may retain their present vehicle until the new vehicle arrives:
 - Dealer must perform the recall on the original vehicle prior to releasing vehicle back to the customer.
 - Incentive Sold Order Protection Rules will apply.

CERTIFIED MAIL®



7016 1370 0000 5111 9983

OKlahoma City, OK



Company Name

To: W48- 226

Mailstop: 4 West

Department: NVS-200,210,300,010

Phone:

Purchase Order (ItemVarName4) PRIORITY

Route 

70161370000051119983

NHTSA Headquarters
1200 New Jersey Avenue SE.
West Building
Washington, DC 20590

11/16/17
Please see
me on this.