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

FCA US LLC
PO Box 218008
Auburn Hills, MI 48321-8008

February 27, 2018

CA-11079409-4667

To Whom It May Concern,

MAR 14 2018

I have received several recall notices for our 2012 Jeep over the past year and when I call my Jeep dealer, I am told, "The parts are not in." I am currently waiting for parts for a heatshield repair that is months old and I think, for yet another repair notice that came so long ago, I have forgotten what it is.

I received yet another recall notice in yesterday's mail (copy enclosed) and this one seems much more urgent. The notice explained that diodes may fail, causing our Jeep to suddenly stall, "increasing the risk of a crash." The notice added that a failed diode may also cause fires.

Concerned, I called my Jeep dealer this morning and was told once again, "The parts are not in." Similar to my past experiences, I was asked to keep calling the dealer as they will not make any effort to contact me once the parts do arrive.

I am writing to suggest that FCA provide their dealers with an appropriate method of alerting consumers about a potential problem, as well as timely notification once the required parts arrive to resolve the problem.

Sincerely

[redacted]

[redacted]
San Jose, CA [redacted]

cc: NHTSA

cc: Normandin Chrysler Jeep Dodge Ram Fiat

NM
3.14.18
WO

This notice applies to your vehicle,

[redacted]

T36/NHTSA 17V-435

IMPORTANT SAFETY RECALL

Alternator Diode Thermal Fatigue

Dear [redacted]

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

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2012 model year Jeep® Grand Cherokee vehicles equipped with electro-hydraulic power steering (EHPS) and a 3.6L engine (Sales Code ERB) or 5.7L engine (Sales Code EZH or ECZ) and a 160 Amp alternator (Sales Code BAB) or 180 Amp alternator (Sales Code BAD) or 220 Amp alternator (Sales Code BAJ).

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The alternator on your vehicle [1] may experience diode thermal fatigue failure due to cyclical loads induced by EHPS. When the diodes fail, the alternator will no longer supply electrical energy to the vehicle and may lead to a vehicle stall without warning, increasing the risk of a crash. **Failed diodes may also develop a resistive short circuit that can result in heat, smoke and/or fire originating within the alternator.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle [2] free of charge (parts and labor). To do this, your dealer will replace the suspect alternator with a new alternator containing improved diodes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is two hours. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

TO SCHEDULE YOUR FREE REPAIR CALL 1-800-853-1403
OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit **www.fcarecallreimbursement.com** to submit your reimbursement request online. [3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC

YOUR SCHEDULING OPTIONS

1. **RECOMMENDED OPTION**
   Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership
2. **Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment**
3. **Visit our Recall Website, recalls.mopar.com or scan below.**

You can find your nearest dealer and review all your scheduling options from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall T36.

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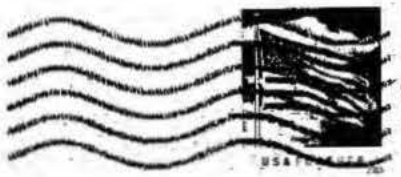

NHTSA
1200 New Jersey Avenue SE, West Building
Washington, DC 20590

ODI
Defects Investigation

20590- PM