



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**



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January 28, 2021

[REDACTED]

Quincy, WA [REDACTED]

NEF-109 tgd  
Ref. No. 11389113

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2015 Jeep Grand Cherokee vehicle. The Washington State Attorney General's Office forwarded your letter to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. Among other activities, we also monitor the completion rate and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. After researching your problem, we identified a recall for an Exhaust Gas Recirculation (EGR) cooler problem for certain MY 2014 through MY 2019 Jeep Grand Cherokee vehicles equipped with 3.0L Eco Diesel engines (NHTSA Safety Recall Campaign No. 20V-699, enclosed). As you know, the recall remedy is currently unavailable.

Please note at this time, there are no Federal regulations preventing used car dealerships from selling vehicles with open recalls. New car dealerships and rental companies are the only entities that are not allowed to sell new or unregistered vehicles with open recalls. In addition, it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. We encourage you to contact Fiat Chrysler Automobiles (Stellantis) and a local dealer for more information about Recall 20V-699.

We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at [https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf).

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

W79/NHTSA 20V-699

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

1. Visit [recalls.mopar.com](https://recalls.mopar.com) to sign up for email or SMS notifications for when remedy parts become available. You will be asked to provide your Vehicle Identification Number (VIN), provided above
2. Scan below using your smartphone or tablet to sign up to be notified when remedy parts become available
3. Wait for FCA US to contact you again, by mail, with a follow-up recall notice when remedy parts are available
4. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can sign you up to be notified when remedy parts become available, or answer any other questions you may have

QR Code

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall W79.

# IMPORTANT SAFETY RECALL

## Diesel EGR Cooler

Dear [Name],

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

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain [2014 – 2019 Model Year (WK) Jeep Grand Cherokee] vehicles.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The Exhaust Gas Recirculation (EGR) cooler on your vehicle <sup>[1]</sup> may be susceptible to thermal fatigue. Thermal fatigue may cause the cooler to crack internally over time. An EGR cooler with an internal crack will introduce pre-heated, vaporized coolant to the EGR system while the engine is running. In certain circumstances, this mixture interacts with other hydrocarbons and air in the system, potentially resulting in combustion within the intake manifold, which may lead to a vehicle fire. **A vehicle fire may increase the risk of injury to occupants and persons outside of the vehicle, as well as property damage.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

**The remedy for this condition is not currently available.** We are making every effort to finalize the remedy as quickly as possible, and will service your vehicle free of charge (parts and labor). **In the interim, customers are advised to monitor their coolant level: if consistently low, they are advised to contact their dealers.**

FCA US will contact you again, by mail, with a follow-up recall notice when the remedy is available. Once you receive your follow-up notice, simply contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule a service appointment <sup>[2]</sup>. Additional options for your next steps are included on the left side of this notification. We appreciate your patience.

#### 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](https://www.fcarecallreimbursement.com) to submit your reimbursement request online <sup>[3]</sup>. 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  
FCA US LLC



**Mr. Mrs. Customer**  
**1234 Main Street**  
**Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] 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 you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [safercar.gov](http://safercar.gov).

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

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