

U-11427983-9070

Enclosed is copy of when the dealer
removed the emblem (3-2-21)

AUG 5 '21 5:26 PM

CRD NEF 109 MAIL

Other paper says it may take 2-5 months

I went to dealer on 7-19 about a different
issue and happened to ask service center
when the new emblem fix was coming.

Service women called someone and when she
got off phone. "No idea" they haven't started
them yet as it has not even been assigned
a part number.

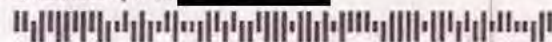
This is !@#\$%

So my steering wheel has 3 small "o" holes
where the emblem was. Dust will
gradually get in them.

Why remove it if NO FIX

EA
8-6-2021
UN

EVERETT, WA



1D4PU5GX6AW

Dear

This letter is to inform you that the warranty period on your vehicle's Front Seat Active Head Restraints has been extended from 3 years or 36,000 miles to an additional 1 Year / Unlimited Miles from Warranty Bulletin Notification, November 11, 2020, for vehicles already out of the warranty period. This warranty extension on the Active Head Restraint applies to certain 2010 Dodge Nitro vehicles. Our records show that you either own or lease one of the vehicles affected by this warranty extension.

We are extending the Active Head Restraint warranty period because some of the vehicles within the above referenced population may experience inadvertent deployment of one or both of the Front Seat Active Head Restraint(s). Once deployed, your head restraint may not be resettable due to internal damage of the head restraint. If your head restraint is deployed, or deploys in the next year after Warranty Bulletin notification date November 11, 2020, simply contact your dealer to determine whether replacement is covered by this warranty extension. The replacement process involves three steps: dealership inspection, part ordering, and separate appointment for installation. The dealer inspection must occur within 1 year of the warranty bulletin notification, and the repair can occur outside of this time period. In the instance that your vehicle qualifies for this head restraint replacement, the dealer will order the parts, notify you when the parts become available, and then complete the repair. It may take 2-5 months for your part to arrive at the dealership to complete the repairs. The part delivery timing is due to the large number of unique trim and color combinations. Your Front Active Head Restraint(s) will be manufactured specifically for your vehicle. If your head restraint is not deployed, replacement is not necessary at this time.

If you have previously paid for a head restraint replacement, you may be eligible for reimbursement. Visit www.fcarecallreimbursement.com to submit an online reimbursement request. You may also complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement. Your claim will be acted upon within 60 days of receipt:

FCA US LLC Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Attn: Reimbursement

If you have questions or need any assistance, please contact your dealer or the FCA Recall Customer Care. FCA Recall Customer Care are available from 7 AM - 11 PM, Monday - Friday and 9 AM to 5 PM on Saturday. They can be reached at: 1-800-853-1403.

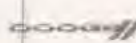
Please keep this letter in your glove box along with your vehicle's other warranty information for future reference if necessary. This warranty extension applies only to the Active Head Restraint condition described above; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

FCA US LLC is taking this action to demonstrate its commitment to your continued satisfaction.

FCA US LLC



0257326/0008799/X91-ST3



Jeep





DWAYNE LANE'S

CHRYSLER Jeep Ram

10515 Evergreen Way
Phone: (425) 267-9000
Fax: (425) 551-5493

Everett, WA 98204
Toll Free (888) 444-LANE
www.dwaynelane.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
3/02/21	
R/O Close Date	
3/02/21	Pre-Invoice
Mileage In	Mileage Out
57400	57400
Service Advisor / Tag #	
Jordan H/1196	
Vehicle Identification Number	
1D4PU5GX6A	
Delivery Date	In-Service Date
6/21/11	12/18/09
Color	License Number
INFERNO RE	

EVERETT, WA

Year	Make	Model	Body
2010	DODGE	NITRO	SXT

DESCRIPTION OF SERVICE AND PARTS

Email: [REDACTED]

#1 - RECALL #1: COMPLETE OPEN RECALL #1
RECALL / CSN 1
[SAFETY RECALL W09 - DRIVER AIR BAG EMBLEM **]
Tech: David S (39) Warranty
performed w09 recall removed emblem from drivers
airbag

#2 - 26PT: COMPLIMENTARY SAFETY CHECK-PERFORMED COMPLIMENTARY
26 POINT INSPECTION
MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE
INTERVAL)
Tech: David S (39)
Sub Total: .00

* EXCLUSIVE OFFER: Dwayne Lane's now offers a SIX MONTH *
* SAME AS CASH-ZERO INTEREST program. 6 easy and *
* affordable payments for NEW TIRES or REPAIR or PARTS. *
* Ask your Service Advisor for details. *

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

We appreciate your business. In order to give you top service Chrysler, Dodge, Jeep, and Ram will be emailing a survey to you. 10's and yes's is our only passing grade. If you for any reason can't answer with 10's or yes's please contact (John West) at (425) 551-5420

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

Have a great day!

Everett WA

SEATTLE WA 980
23 JUL 2021 PM 4 L



Administrator
National Hwy Traffic Safety Administration
1200 New Jersey Ave SE
Washington, D.C. 20590

