

August 20, 2021

RE: 2013 Jeep Grand Cherokee; VIN # 1C4RJFCT1DC[REDACTED] -Fuel Pump Relay Safety Recall

Attn: Michael Manley-CEO and COO  
FCA US LLC  
PO BOX 21-8004  
Auburn Hills, MI 48321-8004  
(800) 247-9753

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

Dear Mr. Manley:

I am writing to request assistance in obtaining the parts necessary to complete the serious safety recall concerning the fuel pump relay in Jeep products. In early 2021 I received a letter (attached) which states the following:

*"A fuel pump relay can result in a no-start condition or an engine stall condition if the vehicle is running. **A vehicle stall condition while driving can cause a vehicle to crash without prior warning.**"*

On April 8, 2021, I went to my local dealer in person to request an appointment for this serious safety recall. I talked with Service Advisor Jordyn Castellano at Larry Miller Casa Chrysler Jeep. She advised me there was a back order issue and it may take up to 60 days to obtain the part.

On June 3, 2021, I received the attached postcard addressing the "URGENT SAFETY RECALL" issued under V62/NHTSA 19V-813. It explains that it is an "urgent matter".

On August 19, 2021, after waiting 4 months, I went back to the dealership and asked for an update on this serious safety defect. Hector Hernandez said that my request is under # [REDACTED] I was told that many other Jeep customers are facing this problem and they are limited to only ordering one recall part per week or some such limit. I was advised that even though it has been four months since my request for the recall to be completed, I am still # 62 on the waiting list of over 200 requests. I was also told that it may be October or later before the parts are available.

I am sure you will agree that this is totally unacceptable and I ask that you assist me in having this recall done as soon as possible. The letter also stated that if the *"dealer fails to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Traffic Safety Administration."* I am copying them on this letter to advise them that *4- 6 months for a serious safety hazard is not a reasonable timeframe.*

Thank you for your assistance with this very serious safety problem. Please reply in writing so that I will have documentation to take to my dealer. I am hopeful that you can resolve this soon.

[REDACTED]

Albuquerque, NM [REDACTED]  
Home: [REDACTED] Cell: [REDACTED]  
Email [REDACTED]

Attachments: Safety recall letter and postcard  
Copy to: Administrator, National Traffic Safety Administration  
1200 New Jersey Ave., S.E., Washington, D.C. 20590

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This notice applies to your vehicle.

2013 Jeep Grand Cherokee  
VIN: 1C4RJEFC7 [REDACTED]

V62/NHTSA 19V-813

# Jeep



### 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 recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**



Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. 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 V62.

0457967/#0098486/V62-1ST

316-2900  
505-372-1450

REQUEST # [REDACTED]  
4-9-21 [REDACTED] orders

## IMPORTANT SAFETY RECALL

### Fuel Pump Relay

Dear [REDACTED]

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 2013 Jeep® Grand Cherokee vehicles.

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?

Our records indicate that your vehicle <sup>[1]</sup> was included in previous Safety Recall P54 (NHTSA 14V-530) or Safety Recall R09 (NHTSA 15V-115). The remedy for the previous recalls was to replace the fuel pump relay. If you had either of these recalls completed, the installed remedy relay is susceptible to silicon contamination on the relay contacts, which can cause the relay to fail. A fuel pump relay failure can result in a no-start condition or an engine stall condition if the vehicle is running. **A vehicle engine stall while driving can cause a vehicle crash without prior warning.**

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

FCA will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will replace the affected fuel pump relay and related wire harness. For vehicles that have not been serviced for recall P54 or R09, a new externally-mounted-relay and wire harness will be installed to bypass the fuel pump relay that is internal to the totally integrated power module. For vehicles that have already been serviced for recall P54 or R09, the existing externally mounted fuel pump relay and wire harness will be replaced with a new relay and wire harness. The estimated repair time is about one hour. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which require more time. Your time is important to us, so 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 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](http://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

4-8-21  
Jordyn Castellano ordered the parts (back ordered) - may be month  
505-200-3432

OVER →

# URGENT SAFETY RECALL

FUEL PUMP RELAY — V62/NHTSA 19V-813

0338848#100039V62-FST

2013 Jeep Grand Cherokee



DC599394

Dear [REDACTED]



Safety recall campaign V62/NHTSA 19V-813 is open on your 2013 Jeep Grand Cherokee.



Schedule your **FREE** repair today!



Visit [recall.s.mopar.com](http://recall.s.mopar.com) to locate your closest dealer



Download the Mopar Owner's Companion App at either the App or Google Play Stores



Call 1-800-853-1403

Please bring your vehicle and this card to your scheduled appointment. We apologize for any inconvenience and do appreciate your attention to this urgent matter.

ATENCIÓN! La unidad descrita en esta carta tiene un llamado a revisión pendiente por realizar. Para protegerlo a usted y a su familia, es urgente que se comunique con el grupo FCA US al teléfono 1-800-853-1403 con el fin de programar una cita y se reparada su unidad sin costo para usted.

PORT 4637 309-T

SPECIAL ORDER REQUEST (SOR)

19AUG21 09:02

\*\* INQUIRY ONLY \*\*

Req#:  
Cust#:  
Name:  
Name2:  
Addr1:  
Addr2:

Requested: 08APR21  
Last Notified:  
Home Phone:  
work Phone:  
Cell Phone:  
Vehicle ID:  
PO:

-RO Prepaid Amounts-  
Parts:  
Parts Fees:  
Total:  
Block Auto Msg:  
#Notices: 0  
Origin: R

CSZ: ALBUQUERQUE, NM  
Emp: 4563 HERNANDEZ, HECTOR M Salesperson:

PART NUMBER	DESCRIPTION	QTY	PRIOR	O.H.	ODATE	RDATE	ND	FILL	FEE
CSZDV622AA	BRACKET-REL	1	STK	8	09APR			0	
CSZDV621AA	WIRING-FUEL	1	STK	6	09APR			0	

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Select a line and key F2 for detail  
F2=Detail

F4=Cancel

[Redacted]  
Albuquerque, NM [Redacted]

ALBUQUERQUE NM 870

20 AUG 2021 PM 3 L



NSA-JL

Administrator, National Traffic Safety  
Administration  
1200 New Jersey Ave., S.E.  
Washington, D.C. 20590

20590-

