

General Manager
Jeep Dealership
1611 E Main St.
St. Charles, IL 60174

February 7, 2024

Dear General Manager,

I have been a good customer of Jeep for many years and your dealership of late having acquired two new Jeep vehicles through your franchise in the last 18 months and having my vehicles serviced exclusively by you including non-warranty work for a new battery costing about \$500.

I am sorry to say we will do no further business.

I recently received a safety recall notice regarding the back up camera and back up lights on my Wrangler which are not functional. The recall notice indicated a 45-minute repair time.

I have made two service appointments to address this issue. On the first I was told only upon arrival a minimum of three hours would be required and choose not to wait that long and I was unable at the time to take a loaner vehicle. I was not happy and left.

When I made the second appointment for today, at the time of scheduling I was assured if I adhered to your date and time, I would wait no more than an hour. This was satisfactory to me so I scheduled and kept the appointment at 1pm today. Upon arrival, I was informed it would require I wait at least two hours. In short, I was lied to. I left stating I would not do business with you no matter how inconvenient it was to me.

I will try another dealer. I will also file a complaint with the issuing government agency.

Sincerely,

[Redacted Signature]

Geneva, IL [Redacted]

Copy for NATIONAL HIGHWAY Traffic
Safety Administration.

Please consider this as a
complaint duly filed.

Please see Attached Document
Copy for Reference - 92A/NHTSA
23V-641

Thank you 2/8/24

12

This notice applies to your vehicle.

2022 Jeep Wrangler
VIN 1C4GJXAG0N [REDACTED]

92A/NHTSA 23V-641



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 92A.

IMPORTANT SAFETY RECALL

Gear Position Sensor

Dear [REDACTED],

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

FCA US LLC has decided that certain 2022 Jeep® Wrangler vehicles equipped with a manual transmission, fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 111 - Rear visibility and 108 - Lamps, reflective devices, and associated equipment.

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 manual transmission on your vehicle ⁽¹⁾ may have been built with an improperly manufactured Gear Position Sensor / All Gear Sensor (AGS) which may cause the reverse lights and back-up camera to be disabled. Vehicles with a suspect gear position sensor / AGS may not display the rearview image or activate the backup lamps during a backing event. The vehicle operator will notice that the rearview image is not displayed if attempting to reference the image while backing. **If this warning is not heeded, backing without verifying it is safe to do so could lead to an increased risk of injury to people outside the vehicle. Failure to illuminate the backup lamps may not adequately illuminate the roadway behind the vehicle or indicate to other drivers or pedestrians the intention to backup, which can cause a crash without prior warning.**

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 571.111 S6.2.6 requires that "The rear visibility system default to the rearview image being visible and meet the requirements of FMVSS No. 571.111 S6.2.1 (field of view) and S6.2.2 (image size) at the beginning of each backing event, regardless of any modifications to the field of view that the driver had previously selected...". FMVSS No. 571.108 requires that backup lamps "Must be activated when the ignition switch is energized and reverse gear is engaged."

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle ⁽²⁾ free of charge (parts and labor). To do this, your dealer will replace the Gear Position Sensor / AGS. The estimated repair time is 45 minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may 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 DEALERSHIP**

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
FCA US LLC

*****AUTO**MIXED AADC 480 8/1/1
NW266185 92A 0004151



GENEVA, IL



OUR RECORDS INDICATE THAT YOUR VEHICLE ALSO HAS OPEN RECALL(S): 19A

[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.

[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 31-8004, 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.



Geneva, IL [redacted]

CAROL STREAM IL [redacted]
8 FEB 2024 PM 2 L



FREEDOM
FOREVER/USA

ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.
1200 NEW JERSEY AVE, SE
WASHINGTON DC. 20590

20590-

