

Administration,
National Highway Traffic Safety Administration
1200 New Jersey Ave., S. E.,
Washington, DC 205990

To whom it may concern;

I received a letter from the FCA FIAT CHRYSLER AUTOMOBILES an according to the National Traffic and Motor Vehicle Safety act that letter stated: "FCA US LLC had decided that certain 2022 Jeep Wrangler vehicle equipped with a 3.5" Instrument Panel Cluster (IPC) failed to conform to Federal Motor Vehicle Safety Standard (FMVS) No.101-Controls and displays"

Safety recall 30B/NHTSA 24V -652 February 2025

I called the FCA Recall Assistance center at 1-800-853-1403. The agent told me the part was available.

So, I made an appointment through them and to brought my Jeep into the San Diego Chrysler Dodge Jeep Ram San Diego, CA, but about an hour later I received a phone call the "mechanics" said that they did not have the part(s) for this issue to be repaired. We went back to retrieve my 2022 Jeep Wrangler Sport S and was told that they could keep the car due to needing the latest mileage on my Jeep, before they even could order the parts or whatever to fix it. Note my instrumental panel seem to be working fine. But According to that Jeep "mechanic" it still had to be replaced. I can't afford to leave my Jeep there waiting for some part(s) to be ordered. The mechanics can't say when the parts would be available for the repair to be done. It could be a week, it could be a month, it could be a year, they can't say. But they never told me if they are ordering any parts without keeping my Jeep there gathering dust waiting for something to happen.

The "mechanics" aren't going to charge me, that is what they said. But the part about not getting it done in a reasonable time due to not having the parts and wanting me to leave the Jeep there to what? Gather dust?

Service dealer at San Diego Chrysler Dodge Jeep Ram 777 Camino Del Rio S, San Diego, CA 92108

My vehicle is a 2022 Red 4 Door Jeep Wrangler Sport S Vin # [REDACTED]

I paid over 50,000 USD for that 2022 Jeep Wrangler Sports S and this issue can't be solves? I would like an answer as to why my Jeep needs to be left with the service dealership before even ordering the part(s).

I have enclosed the letter I received from the FCA FIAT CHRYSLER AUTOMOBILES Which in the letter states that, "To do this, you dealer will replace the IPC. **The estimated repair time is 2 days** for the new IPC to be programmed with current mileage and delivered to the dealership." But the I was told the parts were not in stock and they did not know where it would be available to take care of the issue. Nothing was said about whether parts were available it could be a couple of days for the Jeep to be repaired.

Please note that the Jeep first POC is [REDACTED], but I am also on the contract/payments and the Jeep is registered in both of our names. But I am the primary driver of the 2022 Jeep.

V/R

[REDACTED]

RL

[REDACTED]
Spring Valley, CA

email [REDACTED]

This notice applies to your vehicle,

2022 Jeep Wrangler

VIN: [REDACTED]

30B/NHTSA 24V-652



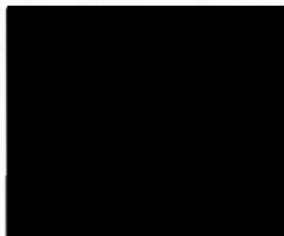
YOUR SCHEDULING OPTIONS

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 30B.

IMPORTANT SAFETY RECALL

Instrument Panel Cluster

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 3.5" Instrument Panel Cluster (IPC) fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 101 - Controls and displays.

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 IPC on your vehicle ^[1] may become blank. An IPC that fails to display critical safety information, such as the speedometer or warning lights can cause a vehicle crash without prior warning.

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 571.101, Controls and Displays S5.3 requires vehicles to "illuminate telltales and their identification sufficiently to make them visible to the driver under daylight and nighttime driving conditions." The IPC in the suspect vehicles may not illuminate the required telltales.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US LLC will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace the IPC. The estimated repair time is 2 days for the new IPC to be programmed with the current mileage and delivered to the dealership. The vehicle must remain parked at the dealership during that time. Ask your dealer for alternate transportation options while your vehicle is in service. 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

CALIFORNIA RESIDENTS

The State of California requires the completion of emission recall repairs prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the Safety Recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the Safety Recall has been performed.

In order to ensure your full protection under the emissions warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

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



FIAT CHRYSLER AUTOMOBILES

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*****AUTO**MIXED AADC 480 13/1/1
NW252482 30B 0007442

[REDACTED]



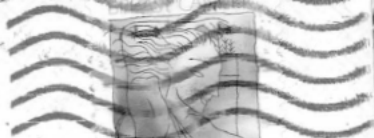
- [1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.
- [2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint 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 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.

SAN DIEGO CA 920

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NEF

Administration
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE. S.E.
WASHINGTON, D.C. 20590

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