



## **SAFETY RECALL J14 – HEATED SEAT ELEMENTS**

Dear: (Name)

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2001 through 2004 model year Jeep® Grand Cherokee vehicles that had Safety Recall F17 performed or had the front seat heater elements serviced with the F17 recall repair kit or single seat repair kit.**

***The problem is...***     **The front seat electric heating elements on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may overheat and cause an interior fire or result in injury under certain operating conditions.**

***What your dealer will do...***     **Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace both front seat heating elements. The work will take about 1½ hours to complete. However, additional time may be necessary depending on service schedules.**

***What you must do to ensure your safety...***     **Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Remember to bring this letter with you to your dealer.**

***If you need help...***     **If you have questions or concerns which your dealer is unable to resolve, please contact Chrysler at 1-800-853-1403.**

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at [www.jeep.com/ownersreg](http://www.jeep.com/ownersreg)

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

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 call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations  
Chrysler Group LLC  
Notification Code J14

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