



**SAFETY RECALL N38 /NHTSA 13V-282
ACTIVE HEAD RESTRAINTS**

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 some **2012 - 2013 model year Chrysler 200/Dodge Avenger, 2011 - 2012 model year Jeep Liberty and Dodge Nitro** vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 202a - "Head Restraints for Passenger Vehicles".

The problem is... **The Active Head Restraints (AHR) on your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) may not deploy during a rear end collision. As a result, these vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 202a - "Head Restraints for Passenger Vehicles". This could increase the risk of injury to a front seat occupant during certain crash conditions.**

What your dealer will do... **Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will reprogram the Totally Integrated Power Module (TIPM) or replace the Occupant Restraint Control (ORC) module. The work will take about ½ hour 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. 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 the Chrysler Group Recall Assistance Center 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.dodge.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. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this noncompliance 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

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