



## **AUTHENTIC PERFORMANCE**

**July 23, 2014**

**TO: ALL CHRYSLER GROUP DEALERSHIPS**  
**ATTN: DEALER PRINCIPAL, GENERAL MANAGER, SERVICE MANAGER & PARTS MANAGER**  
**SUBJECT: ADVANCED COMMUNICATION – IGNITION-SWITCH PERFORMANCE SAFETY RECALL FOR SELECT CHRYSLER GROUP VEHICLES**

### **Statement: Ignition-Switch Performance**

The following information is being provided in the event you receive customer inquiries. We will communicate the timing of the Safety Recall dealer instructions for Ignition-Switch Performance through the normal communication channels of DMail and DealerCONNECT. Thank you for assisting with handling inquiries, and we are working to provide information, updates, and instructions as quickly as possible.

Chrysler Group LLC will recall an undetermined number of older-model SUVs in connection with an investigation of ignition-switch performance.

Engineers are working to develop a remedy, and Chrysler is committing now to conduct a recall out of an abundance of caution.

Chrysler Group is unaware of any related injuries. The Company is aware of a single reported accident and a relatively small number of complaints involving 0.015 percent of the subject vehicle population.

Preliminary investigation suggests an outside force, usually attributed to contact with the driver's knee, may move ignition keys from the "on" position in certain model-year 2006-2007 Jeep Commander and 2005-2007 Jeep Grand Cherokee SUVs. Such an occurrence may cause engine stall, reducing braking power and making steering more difficult. Safety features such as frontal airbags may also be disabled.

The Company expects to identify affected customers and advise them by mid-September when they may schedule service, the cost of which will be borne by Chrysler Group. This timing complies with regulations governing recalls and owner notification.

The precise number of affected vehicles will be determined by the investigation. Approximately 792,300 are implicated – 649,900 in the U.S.; 28,800 in Canada; 12,800 in Mexico and 100,800 outside of the NAFTA region. The Commander is no longer in production and the Grand Cherokee has since been completely redesigned; newer models are not subject to the recall.

Owners of model-year 2006-2007 Jeep Commanders and 2005-2007 Grand Cherokees are advised to assure there is clearance between their knees and the keys. As a further precaution, they are advised to remove all items from their key rings, leaving only their ignition keys.

Customers with additional questions may call Chrysler Group's Customer Information Center at **1-800-853-1403**.

