

To all this may concern or apply,

Attached to this document is a combined dealer letter and owner letter file for [Safety Recall S27 / NHTSA 16V-240 – Transmission Electronic Shift Lever](#);

Models: 2014 - 2015 (WK) Jeep Grand Cherokee

***Important Notes:**

- *This recall applies only to the above vehicles equipped with a 3.6L or a 5.7L gas engine.*
- *This recall does not include 3.0L diesel and all SRT models at this time. These models will added to this recall in July /August of 2016.*
- *This recall does not include LD and LX models at this time. These models will be added to this recall in July /August of 2016.*
- [The dealer notification will be released onto DealerCONNECT on June 18th.](#)
- [The owner letters are scheduled to be mailed out on June 27th.](#)

To find out if you have any effected vehicles please follow the directions below:

***VERY IMPORTANT NOTE:**

The effected vehicle VIN#'s may not yet be loaded into the FCA recall inquiry system at the time of this notice being sent.

It is highly recommended that you do not perform any effected vehicle/VIN# related inquiries in regards to this or any FCA recall until [the dealer letter release date](#).

***The process to retrieve and view Recall & RRT vehicle information is available through the FCA Fleet Operations website:**

- 1) Go to the Chrysler Fleet website; www.fleet.chrysler.com
- 2) On the upper right side of the home screen click on "Customer Tools"
- 3) A drop down box will appear, Click on "Recall Inquiry"
- 4) Again, click on "Recall Inquiry" - ***Note: At this point you will need to log on with your previously assigned SID and password.**
- 5) Once logged in it will open a new page; "Recall - Rapid Response Inquiry" where you will input your text file VIN list.
- 6) ***NOTE:** If you are unfamiliar with how to perform the recall/RRT retrieval process please toggle back to the [Fleet website/Customer Tools](#) page and click on "**Fleet Recall Procedures Process**"

If you have any questions, please feel free to email or give me a call.