

## **IMPORTANT SAFETY RECALL**

**S27 / NHTSA 16V-240**

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

This interim notification letter is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear: (Name)

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain **2014 and 2015 Jeep Grand Cherokee and 2012 through 2014 model year Chrysler 300/Dodge Charger** vehicles.

***The problem is...*** Your vehicle may roll away striking and injuring you, your passengers, or bystanders, if the vehicle's engine is left running, the parking brake is not engaged, and the vehicle is not in the "PARK" position before exiting the vehicle.

Drivers may inadvertently fail to achieve the "PARK" position before exiting the vehicle. The electronic shift lever in your vehicle does not move like a conventional shifter. Your shift lever is spring loaded and returns to the same center position like a joystick, always returning to the center position after the desired gear is selected.

**NOTE: ALWAYS DO A VISUAL CHECK** that your vehicle is in "PARK" by looking for the "P" in the Electronic Vehicle Information Center (EVIC) or on the shift lever knob. **Always fully apply the parking brake before exiting the vehicle.** Please refer to the enclosed Electronic Shifter Quick Reference Information card for detailed information.

***What your dealer will do...*** FCA intends to repair your vehicle free of charge (parts and labor). However, a permanent remedy for this condition is currently under development. FCA is working to finalize a remedy by the 4<sup>th</sup> quarter of 2016. **FCA will contact you again by mail, with a follow-up recall notice, when the remedy is available.**

***What you must do to ensure your safety...*** Once you receive your follow-up notice in the mail, simply **contact your Chrysler, Jeep, Dodge, or RAM dealer right away** to schedule a service appointment.

***If you need help...*** If you have questions or concerns which your dealer is unable to resolve, please contact the FCA 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. If you have further questions go to **recalls.mopar.com**.

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 or you can mail 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**. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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 **safecar.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  
FCA US LLC

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