

11/02/2016

Safety Recall Technical Advisory (S27)

In May of 2016, FCA released **Safety Recall S27** – Transmission Electronic Shift Lever. This recall involved certain 2014 and 2015 Jeep Grand Cherokee and 2012 through 2014 model year Chrysler 300/Dodge Charger vehicles.

Some of the involved vehicles that had safety recall S27 performed may not have had all four involved modules updated with new or correct software. Due to this unfortunate situation, the recall status for this small group of vehicles will be returned to “Open” status for this recall in the Global Recall System.

Involved customers will be receiving a letter explaining the situation and requesting that they return to their local dealership to have the software for all four modules checked and updated as required.

NOTE: A sample copy of the customer letter that is being sent to customers has been attached to this communication.

We are requesting that these customers are given top priority when they return to have this situation corrected.

Thank you,
Customer Services Field Operations
FCA US LLC