

From: Burks Greg (FCA)
Sent: Thursday, May 19, 2016 4:49 PM
To: Freeman Chris 2 (FCA); Baker Jennifer (FCA); Lindow Shelly (FCA)
Cc: Collins Michael (FCA) (michael.s.collins@fcagroup.com)
Subject: "Fleet Recall Communication – Please upload to portal"
Importance: High

To all this may concern or apply,

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

Models: 2014-2015 (WK) Jeep Grand Cherokee
2012 thru 2014 (LD/LX) Dodge Charger and Chrysler 300

[The dealer notification was released onto DealerCONNECT May 14th.](#)

[The owner letters are scheduled to be mailed out the week of May 16th.](#)

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 give me a call.

Thanks in advance - Greg

Greg Burks

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