

IMPORTANT SAFETY RECALL

S63 / NHTSA 16V-590

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

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

Dear: (Name)

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain **2014 through 2016 model year Jeep® Cherokee vehicles.**

The problem is... **The seat(s) on your vehicle may have been manufactured with a seat fastener that was not tightened to the proper torque specification. A loose seat fastener could increase the risk of injury to seat occupants during a crash event.**

What your dealer will do... **FCA will repair your vehicle free of charge (parts and labor).** To do this, your dealer will contact the seat supplier, order the affected seat assembly(s) and replace the affected seat assembly(s). In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is one hour. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

What you must do to ensure your safety... **Simply contact your Chrysler, Jeep, Dodge or RAM dealer right away and provide them your VIN (at the top of this letter) to schedule a service appointment. Ask the dealer to order the part(s) and hold them for your vehicle. After receiving the part(s) your dealer will contact you to schedule an appointment. Please bring this letter with you to your dealer.**

If you need help... **If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either fcarecalls.com or 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 fcarecalls.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 safercar.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.