

IMPORTANT SAFETY RECALL

S73 / NHTSA 16V-686

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 **2017 model year Jeep® Grand Cherokee vehicles equipped with a rear tow hook or rear tow eye and not equipped with a factory installed trailer hitch.**

The problem is... The rear tow hook/tow eye brace bolts on your vehicle may not have been tightened to the proper torque specification. This may result in a loose rear tow hook/tow eye brace attachment and could result in a rattle noise at the rear of the vehicle. The tow hook/tow eye could also separate during vehicle recovery activity.

If the rattling noise condition is ignored, this could lead to a partial or complete separation of the rear tow hook/tow eye brace from the vehicle. Loss of the rear tow hook/tow eye brace while driving or performing a vehicle recovery could result in the rear tow hook/tow eye and/or brace to become a projectile, injuring pedestrians, damaging property and/or causing a crash with another vehicle(s).

What your dealer will do... FCA will repair your vehicle free of charge. To do this, your dealer will tighten the rear tow hook/tow eye brace bolts to the proper torque specification. If the brace and/or bolts are missing, the dealer will replace those components as necessary. The work will take about 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, Dodge or RAM dealer right away to schedule a service 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