



IMPORTANT SAFETY RECALL INFORMATION S27 / NHTSA 16V-240

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

Dear: (Name)

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

Our records indicate that the recall repairs were attempted on your vehicle at a FCA US dealer. Further investigation by FCA US has determined, however, that **your vehicle did not receive the complete and proper recall repair. Your vehicle's software requires additional updating**. Due to this unforeseen situation, Safety Recall S27 on your vehicle will be returned to "Open" status (indicating the recall repair has not yet been performed).

Until the complete recall repair is performed on your vehicle, 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 contact an authorized Chrysler, Jeep, Dodge or RAM dealership right away to schedule a service appointment.

FCA US will repair your vehicle free of charge. Your dealer will inspect and install any software update required to complete the recall repair. 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 less than two hours. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

If you have additional questions or concerns about this issue, please contact the FCA US Recall Information Center at 1-800-853-1403. An FCA US representative will be glad to answer any further questions you may have regarding this issue.

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 apologize in advance for any inconvenience this situation may cause you, but FCA US is sincerely concerned about your safety. Thank you for your prompt attention to this urgent 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.