



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

October 25, 2017

Ms. Jennifer Shute
Sr Mgr Safety Recall Execution
Chrysler (FCA US LLC)
800 Chrysler Drive
CIMS 482-00-91
Auburn Hills, MI 48326

NEF-150SM
17V-640

Subject: Active Headrests may not Deploy in a Crash

Dear Ms. Shute:

This letter serves to acknowledge Chrysler (FCA US LLC)'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

CHRYSLER/200/2012-2013
DODGE/AVENGER/2012-2013
JEEP/LIBERTY/2011-2012

Mfr's Report Date: October 10, 2017

NHTSA Campaign Number: 17V-640

Components:

AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE
SEATS:FRONT ASSEMBLY:HEAD RESTRAINT

Potential Number of Units Affected: 414,134

Problem Description:

Chrysler (FCA US LLC) is recalling certain 2012 Jeep Liberty and 2012-2013 Chrysler 200 and Dodge Avenger vehicles. A component within the occupant restraint controller (ORC) may fail and prevent the active headrests from deploying in the event of a rear-end crash.

Consequence:

If the active headrests do not deploy in certain rear-end crashes, the front seat occupants have an increased risk of injury.

Remedy:

Chrysler will notify owners, and dealers will replace the ORC as necessary, free of charge. The recall is expected to begin November 29, 2017. Owners may contact FCA customer service at 1-800-853-1403. FCA's number for this recall is T56.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at (202) 366-7401, or by email at sarah.mcshane@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a large initial "J" and a long horizontal stroke at the end.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement