

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

T56/NHTSA 17V-640

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

**1. RECOMMENDED OPTION**

Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership

**2. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment**

**3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall T56.

# IMPORTANT SAFETY RECALL

## Occupant Restraint Controller

Dear [Name],

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

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2012-2013 (JS) Chrysler 200, 2012-2013 (JS) Dodge Avenger and 2012 (KK) Jeep® Liberty] vehicles.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The Occupant Restraint Controller (ORC) on your vehicle <sup>[1]</sup> may cause an illuminated airbag warning lamp due to an internal failure in the ORC which may result in the inability to deploy Active Headrests (AHR) during certain rear-end crashes. **The inability to deploy AHR during certain rear-end crashes may increase the risk of injury to front seat occupants during such rear-end crashes.**

**SPECIAL NOTE: 2012-2013 Chrysler 200 and Dodge Avenger vehicles are involved in both Safety Recalls S61 (NHTSA 16V - 668) and T56 (NHTSA 17V - 640). Both Safety Recalls use the same remedy ORC part; the ORC on your vehicle only requires replacement once.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will inspect the ORC part number and replace the ORC if necessary. 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.

**TO SCHEDULE YOUR FREE REPAIR CALL 1-800-853-1403 OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

#### WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
Fiat Chrysler Automobiles US LLC



**Mr. Mrs. Customer**  
**1234 Main Street**  
**Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] 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](http://safercar.gov).

[3] You can also mail in 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.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.