

IMPORTANT SAFETY RECALL

N45 / NHTSA 13V-252

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

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

Dear **John Smith,**

This is a follow up to an earlier communication to remind you that there is a safety recall for certain **1993 through 1998 model year Jeep® Grand Cherokee vehicles**. FCA US LLC (“FCA US”) **urges you to schedule your service appointment to have the recall remedy completed.**

The problem is... **The fuel tank on your vehicle has a chance of experiencing a fuel leak during certain types of rear end collisions. Fuel leakage in the presence of an ignition source can result in a fire.**

What your dealer will do... **In an effort to remedy this condition and to satisfy our requirements under a Consent Order with the National Highway Traffic Safety Administration, FCA US offers you one of the following options:**

- 1. FCA US will inspect your vehicle and install an Original Equipment Manufacturer (OEM) trailer hitch where appropriate, free of charge (parts and labor) to better manage crash forces in low-speed impacts. For your inconvenience, we will provide you with a \$100 unrestricted Visa® prepaid card.**

If your vehicle already has an original factory installed FCA US OEM trailer hitch, the area surrounding the hitch will be inspected for damage.

If your vehicle has an aftermarket trailer hitch, the trailer hitch and the surrounding area will be inspected for any evidence of sharp edges or other puncture risks. If any such evidence is identified, the aftermarket hitch will be removed and a FCA US OEM trailer hitch will be installed free of charge, provided the condition of the vehicle can support proper removal of the existing hitch and installation of a FCA US OEM trailer hitch.

If it is determined that the condition of your vehicle does not allow the installation of a FCA US OEM trailer hitch or replacement mounting bolts, your vehicle will be returned and you will be advised what, if any, repairs are needed before the installation can be performed.

The work will take about four hours to complete. However, additional time may be necessary depending on service schedules.

If your vehicle already had this repair completed on or after July 24, 2015, you are qualified to receive a \$100 unrestricted Visa® prepaid card.

2. You can trade-in your vehicle for a new Chrysler/Dodge/Jeep/Ram or Fiat vehicle and receive an additional \$1000 trade-in incentive over the fair market value of your vehicle. The combined total of which will be credited towards the purchase of a new FCA US vehicle or FCA US parts or service. To qualify, vehicles must be registered with your State DMV and cannot have a salvage or rebuilt title.

What you must do to ensure your safety...

Simply contact your **Chrysler, Jeep, or Dodge dealer** right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment. **Please bring this letter with you to your dealer.**

FCA US recommends that the trailer hitch ball mount be mounted in the hitch only when your vehicle is towing and be removed at all other times.

If you need help...

If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Recall Assistance Center at **1-866-814-1480** or recalls.mopar.com.

If you had your vehicle repaired on or after July 24, 2015, you are entitled to receive the \$100 Visa® prepaid card. To request your prepaid card, go to **recalls.mopar.com** to download the request form and obtain filing instructions.

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 18883274236 (TTY 18004249153), 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.