

## Recall Contrasts - Quotes

What you must do to ensure your safety...

We're sorry for any inconvenience, but we are sincerely concerned about your safety.



## IMPORTANT SAFETY RECALL

N46 / NHTSA 13V-252

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

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

Dear: (Name)

The National Highway Traffic Safety Administration has made a tentative assessment that certain **2002 through 2007 model year Jeep® Liberty vehicles** contain defects related to motor vehicle safety. Although the NHTSA assessment is non-final, Chrysler Group has decided to conduct a voluntary safety recall to respond to customer concerns about that assessment.

***The problem is...***     **The fuel tank on your vehicle has a small 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 an underbody fire.**

***What your dealer will do...***     **Chrysler intends to 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.** The parts required for this program are currently not available. Chrysler is making all reasonable efforts to obtain the parts as quickly as possible. Chrysler will contact you again by mail, with a follow-up notice, when the remedy parts are available.

***What you must do to ensure your safety...***     Once you receive your follow-up notice in the mail, simply **contact your Chrysler, Jeep or Dodge dealer** right away to schedule a service appointment.

***If you need help...***     If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 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. You may also update this information on the web at [www.jeep.com/ownersreg](http://www.jeep.com/ownersreg).

If you have purchased and installed the OEM trailer hitch after your initial vehicle purchase, please send your original receipt and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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 call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.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  
Chrysler Group LLC

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



## **SAFETY RECALL N18 ENGINE STARTER BATTERY POSITIVE TERMINAL**

Dear: (Name)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Chrysler has decided that a defect, which relates to motor vehicle safety, exists in your **2013 model year Dodge Challenger vehicle**.

***The problem is...*** **The engine starter battery positive terminal on your vehicle (VIN: xxxxxxxxxxxxxxxxx) could short to ground and cause an electrical fire. An electrical fire could occur at any time, regardless whether the vehicle is running or is in the key off position.**

***What your dealer will do...*** **Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will immediately come to your location and disconnect the negative battery cable and have the vehicle towed to the dealership.

Chrysler has authorized your dealer to provide you with a loaner vehicle to drive while the service procedure and parts are being developed. Chrysler requests you contact your dealer immediately to schedule a loaner vehicle.

***What you must do to ensure your safety...*** **Contact your nearest Chrysler, Jeep, or Dodge dealer immediately to have your vehicle battery disconnected. Discontinue driving your vehicle. Do not park your vehicle in your garage, near other vehicles, or near any building/structure.**

***If you need help...*** If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 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. You may also update this information on the web at [www.dodge.com/ownersreg](http://www.dodge.com/ownersreg).

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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 call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

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Customer Services / Field Operations  
Chrysler Group LLC  
Notification Code N18

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