

# **IMPORTANT SAFETY RECALL**

**P14 / NHTSA 14V-154**

This notice applies to your vehicle (VIN: **VIN # removed**).

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

Dear 48754-STATE OF ALASKA

**Note: Specific VIN info removed by DOT SEF to create a generic letter. - SD**

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2011 through 2014 model year Dodge Durango and Jeep® Grand Cherokee vehicles.

**The problem is...** The brake booster on your vehicle may prematurely corrode. If perforation of the brake booster shell (due to corrosion) occurs, the brake booster may ingest water during vehicle operation in wet weather conditions.

A brake booster that has experienced water ingestion may have the brake function compromised if the water inside the brake booster freezes. The driver may be required to apply additional application force to apply the brakes during sub-freezing driving conditions. An unexpected additional brake pedal application force requirement could slow the driver's brake application reaction time and cause a crash without warning.

**What your dealer will do...** Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will test the brake booster, install a protective brake booster shield and/or replace the brake booster if required. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

**What you must do to ensure your safety...** Simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Please bring this letter with you to your dealer.

**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.chrysler.com/ownersreg](http://www.chrysler.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>.

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.*


**DODGE**
**CHRYSLER**
**Jeep**
**SRT**


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**PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY**

VIN (Last 8 Characters of Vehicle Identification Number)

Notification Code

**P14**

This service was previously performed on my vehicle (check one if applicable):

☐ My vehicle was inspected and found to be ok.

☐ My vehicle was repaired.

This vehicle was (check one if applicable):

☐ scrapped ☐ stolen

☐ exported

This vehicle was sold to (check one if applicable):

☐ A dealer, or someone whose name and address is unknown.

☐ Someone other than a dealer (type or print the new owner's name and address below).

Date of sale:

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

☐ Mr.

☐ Miss

☐ Mr. & Mrs.

☐ Dr.

☐ Mrs.

☐ Ms.

☐ Rev.

☐ Business

First Name

MI

Last Name

Street Address

City

State

Zip Code

Email Address