



## **AUTHENTIC PERFORMANCE**

**July 21, 2014**

**TO: ALL CHRYSLER GROUP DEALERSHIPS**  
**ATTN: DEALER PRINCIPAL, GENERAL MANAGER, SERVICE MANAGER & PARTS MANAGER**  
**SUBJECT: PENDING RECALL ADVANCED COMMUNICATION**

### **Statement: Shock Inspection/Replacement**

The following information is being provided in the event you receive customer inquiries. We will communicate the timing of the Safety Recall dealer instructions for Shock Inspection/Replacement through the normal communication channels of DMail and DealerCONNECT. Thank you for assisting with handling inquiries, and we are working to provide information, updates, and instructions as quickly as possible.

Chrysler Group is recalling an estimated 21,000 vehicles to inspect and, if necessary, replace the shocks and/or struts.

Chrysler Group is staging the campaign to identify vehicles that may have been assembled using a shipment of shocks and struts that do not meet the Company's quality standards. Accordingly, the components may break free from their mounts, which could potentially lead to reduced shock damping and possible loss of vehicle control.

The issue was identified by a supplier. Chrysler Group is unaware of any related injuries, accidents, or complaints.

Affected are certain 2014 Ram 1500 pickups, 2015 Jeep Cherokee SUVs and 2015 Chrysler 200 sedans assembled within a 16-day period ending June 6, 2014.

An estimated 14,300 vehicles are in the U.S.; 5,300 are in Canada; 160 are in the Mexico, and 2,000 are outside the NAFTA region.

Chrysler Group will contact affected customers and advise them when service is available. All costs related to the campaign will be borne by the Company.

Customers with additional questions may call Chrysler Group's Customer Information Center at **1-800-853-1403**.

