



**SAFETY RECALL N23 / NHTSA 13V-175  
REPROGRAM FINAL DRIVE CONTROLLER MODULE**

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 some **2005 through 2010 model year Jeep® Grand Cherokee and Commander vehicles equipped with Quadra-Drive II or Quadra-Trac II four wheel drive system.**

***The problem is...***    **The Final Drive Controller Module (FDCM) software on your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) may unintentionally cause the transfer case to shift into the neutral position without input from the driver. This condition could allow the vehicle to move inadvertently while the vehicle is parked 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 reprogram the Final Drive Controller Module. The work will take about ½ 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.jeep.com/ownersreg](http://www.jeep.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  
Notification Code N23

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