

05/24/2016

Safety Recall Technical Advisory (S27)

In May of 2016, FCA released Safety Recall S27 – Transmission Electronic Shift Lever. This recall involved certain 2014 and 2015 Jeep Grand Cherokee and 2012 through 2014 model year Chrysler 300/Dodge Charger vehicles.

The software updates required to remedy this situation are presently not available. An interim letter was mailed to all involved customer stating “FCA is working to finalize a remedy by the 4th quarter of 2016.”

The timing to develop the software updates required to remedy this situation has been accelerated. **FCA now anticipates having the software updates required to remedy the above vehicles no later than July/August of 2016.**

Service instructions will be released as soon as the necessary software updates are validated and become available.

All customers with involved vehicles will be mailed a second owner letter asking them to bring their vehicle in for these software updates.

Dealers will be notified when the customer owner letter mailing will begin by way of established methods used in the past.

Thank You
Customer Services Field Operations
FCA US LLC