



**SAFETY RECALL N23 / NHTSA 13V-175
TRANSFER CASE ACTUATOR**

Dear: (Name)

This interim notification letter 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 - 2010 model year (WK) Jeep Grand Cherokee and (XK) Jeep Commander** vehicles equipped with a Quadra-Drive II or Quadra-Trac II four wheel drive system.

The problem is... The transfer case actuator on your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) may experience a transfer case actuator encoder electrical failure that results in unintentional transfer case shifting into or through the neutral position. This condition could allow the vehicle to move inadvertently while the vehicle is parked and cause a crash without warning.

What Chrysler is doing.... Chrysler intends to repair your vehicle free of charge (parts and labor). The software required to provide a permanent remedy for this condition is currently not available. Chrysler is making all reasonable efforts to obtain the software as quickly as possible. Chrysler will contact you again by mail, with a follow-up recall notice, when the remedy parts are available.

What you must do to ensure your safety... Once you receive your follow-up recall notice in the mail, simply **contact your Chrysler, Jeep or Dodge dealer** right away to schedule a service appointment. .
In the meantime, you can eliminate the risk of unintended vehicle movement by apply the park brake after parking the vehicle.

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
CCCCCCCCCCCCCCCCCCCCCCCCCCCC

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.