



N47 CUSTOMER SATISFACTION NOTIFICATION REAR STRUCTURAL REINFORCEMENT



VEHICLE INFORMATION

In accordance with Rear Structural Reinforcement Customer Satisfaction Notification N47 (CSN N47), certain Jeep® Grand Cherokee vehicles with a trailer hitch require, free of charge, an inspection and repair if necessary.

DOES YOUR VEHICLE HAVE A TRAILER HITCH?

Please review the figures below to determine if your vehicle is equipped with a trailer hitch and if so which kind. For further assistance to determine if your vehicle has a trailer hitch and which kind, contact our Customer Care Hotline at 1-866-814-1480 or visit www.myJeepAuto.com.

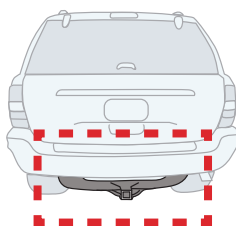


FIGURE 1. After-market installed trailer hitch
(Hitch is located below the bumper)
Call our Hotline to schedule an inspection.
Parts will be available by September 15, 2015

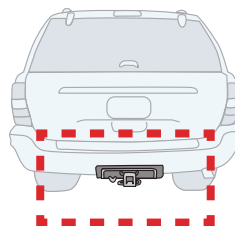


FIGURE 2. Factory or MOPAR installed trailer hitch
(Hitch is incorporated in the bumper)
Call our Hotline or visit www.myJeepAuto.com to confirm your vehicle meets N47 requirements to maintain the value of your vehicle

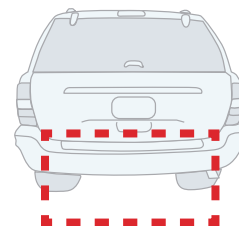


FIGURE 3. No trailer hitch
Call our Hotline or visit www.myJeepAuto.com to confirm your vehicle meets N47 requirements to maintain the value of your vehicle

YOUR SCHEDULING OPTIONS

1. YOUR BEST OPTION CALL THE CUSTOMER CARE HOTLINE: 1-866-814-1480

Monday through Friday, 7 a.m. to 6 p.m. CST.

2. CALL YOUR JEEP® DEALER^[3]

After you complete your inspection with an authorized Jeep® Dealer, simply visit www.MyJeepAuto.com to fill out the Prepaid Card Registration form to get your \$100 Visa® Prepaid Card (see back for details).

SCHEDULE YOUR FREE INSPECTION AND GET A \$100 VISA® PREPAID CARD

If you have an after-market installed trailer hitch (Figure 1), we will inspect your vehicle and install an Original Equipment Manufacturer (OEM) trailer hitch, **free of charge**^[1]. If your vehicle looks like Figure 1 and thus requires an inspection, you will receive a **\$100 Visa Prepaid Card**^[2] for your time to address this CSN N47 inspection and potential repair work.

If your vehicle requires a repair after the inspection, the repair work will take about two hours to complete. Additional time may be necessary depending on service schedules. Chrysler recommends you remove the ball & ball mount whenever your vehicle is not actually in use of towing. **Parts will be available by September 15, 2015. We can schedule your service appointment at that time.**

For your convenience, we have provided 2 easy ways, listed to the left, to schedule your inspection and potential repair and to receive your \$100 Visa Prepaid Card.

Thank You,
Customer Care, Jeep® Recall Resolution Team

PLEASE, WE NEED TO HEAR FROM YOU. CALL OUR CONVENIENT HOTLINE TODAY AT 1-866-814-1480

DEALERSHIP INSTRUCTIONS: Please inspect and repair if necessary according to the N47 CSN instructions.

^[1] If it is determined that the condition of your vehicle does not allow the installation of a Chrysler OEM trailer hitch or replacement mounting bolts, your vehicle will be returned and you will be advised what, if any, repairs are needed before the installation can be performed.

^[2] The \$100.00 Visa® Prepaid Card will be mailed to you 4–6 weeks after the completion of your vehicle inspection, and warranty claim submission by the authorized dealer. The Visa Prepaid Card is not redeemable for cash or usable at any ATM. Your card is issued by MetaBank®, Member FDIC, pursuant to a license from Visa U.S.A. Inc. Cards can be used at any merchants that accept Visa debit cards within the United States and US territories.

^[3] If you are scheduling your inspection directly through your Jeep Dealer and not through our Customer Care Hotline, simply visit www.MyJeepAuto.com to get your \$100 Visa Prepaid Card (see back for details).