



April 2018

Dealer Service Instructions for:

Safety Recall U34 / NHTSA 18V-203

Safety Recall U36 / NHTSA 18V-205

Water Intrusion

Remedy Available



2018 (GU) Alfa Romeo Stelvio

NOTE: This recall applies only to the above built from April 12, 2017 through March 19, 2018 (MDH 041200 through 031900).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

For Safety Recall U34, the rear liftgate on about 12,500 of the above vehicles may experience deficiencies in the sealing and water management system in the rear liftgate applique and rear tail lamp that can result in water intrusion and subsequent corrosion in wiring connectors in the rear liftgate wiring harness and the liftgate-opening switches. This corrosion may result in an unintended activation and opening of the rear liftgate door at vehicle speeds up to 3.1 MPH (5 km/h). An unintended activation and opening of the rear liftgate door may result in a loss of unrestrained cargo. Lost cargo may create a road hazard and could cause a following vehicle to crash without prior warning.

Subject (Continued)

For Safety Recall U36, A-pillar sheet metal joint and plenum sheet metal to the heating ventilation air condition box on about 12,500 of the above vehicles may experience sealing deficiencies which could result in water intrusion and subsequent corrosion in the body control module A-pillar connector and/or body control module component. This corrosion may result in illumination of one or more telltale lamps and/or a loss of windshield wiper function, and/or a loss of all exterior lighting, and/or loss of horn function and/or inadvertent turn signal activation. In certain cases, a telltale may illuminate indicating an issue with the windshield wipers, auto headlights not operative and/or external lights not operative. In certain conditions, loss of windshield wiper function and/or exterior lighting may reduce driver visibility and could result in a vehicle crash without warning.

Repair

For Safety Recall U36, install additional sealing protection to prevent water intrusion for the body control module A-pillar connector and Body Control Module (BCM) (Section A).

For Safety Recall U34, install additional sealing protection to prevent water intrusion for the rear liftgate wiring connectors and switch (Section B).

Parts Information

Order one service kit CSBJU361AA per vehicle. The MOPAR RTV and self-vulcanising tape shown below will be needed to perform the operating cycles shown below.

CSBJU361AA service kit includes the following components:

Description	Operation	Qty
Sponge pad (use 1 per vehicle)	2	2
Double Securing Clip	3	1
BCM Protective Cover	4	1
Adhesive Cloth Tape	5	5
Adhesive Sponge Profile	5	1
Silicone Mastic	5	1
Adhesive Base for Strip	5	1
Cable Tie	5	1

NOTE *The following components are not supplied in the kit and must be ordered separately.*

Description	Operation	Part. n.	Qty
MOPAR RTV Sealant	2	04883971AC	1(#)
Self-vulcanising Tape, Roll	5	CSBJU362AA	1(%)

(#) – (MSQ 12) One tube contains 3oz. (85 grams). Roughly 0.6 oz. (20 grams) is required to repair each vehicle.

(%) - One roll is 29 ¾ ft. length (9.1 m). Roughly 10 in (25 cm) is required to repair each vehicle.

NOTE *The cost for one package of sealant and one roll of self-vulcanising tape will be reimbursed when the first Claim is submitted. The reimbursement for the two components is deemed sufficient to perform the required operations on multiple vehicles.*

Service Procedure**A. Install additional sealing protection for the BCM (U36).**

Disconnect the negative battery terminal to perform this operation.

NOTE: The battery must be disconnected with the key off. Wait at least 1 minute in these conditions before proceeding.

1. Position all electrical windows of the doors to the upper end stop position.

NOTE: Disconnecting the battery when the windows are in a position other than the upper end stop will require the need to run the window end stop learning procedure.

2. Open the hood.

3. Open the liftgate and keep it open.

IMPORTANT: Remove the keys from the vehicle. In case of accidental closing with the battery disconnect, proceed as follows to open the liftgate (Figure 1).

- Fold the rear left seat backrest forward.
- Lift the liftgate (1a) and pull up the cover (1a) operating in the housing (1b).
- Pull the cord (C) to open the liftgate.

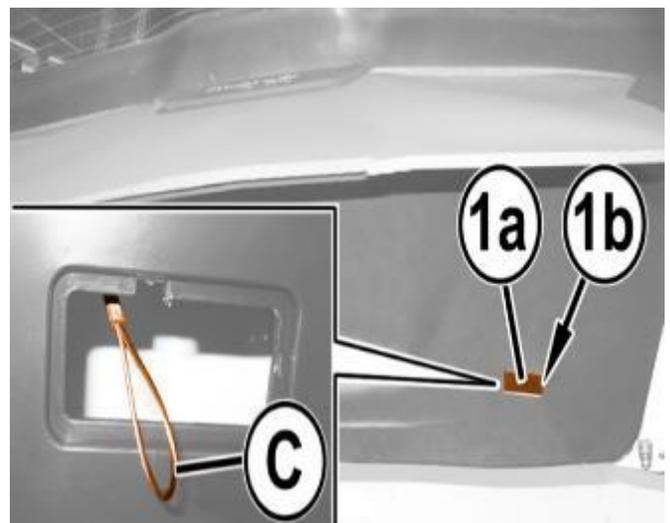


Figure 1 - Manual Liftgate Opening Cord

Service Procedure (Continued)

4. Raise the load platform covering and remove it (Figure 2).
5. Remove the cover from the battery (Figure 2).
6. Press the retainer and disconnect the terminal from the battery “dummy negative pole” (Figure 2).
7. Position the terminal out of the way and isolate it.

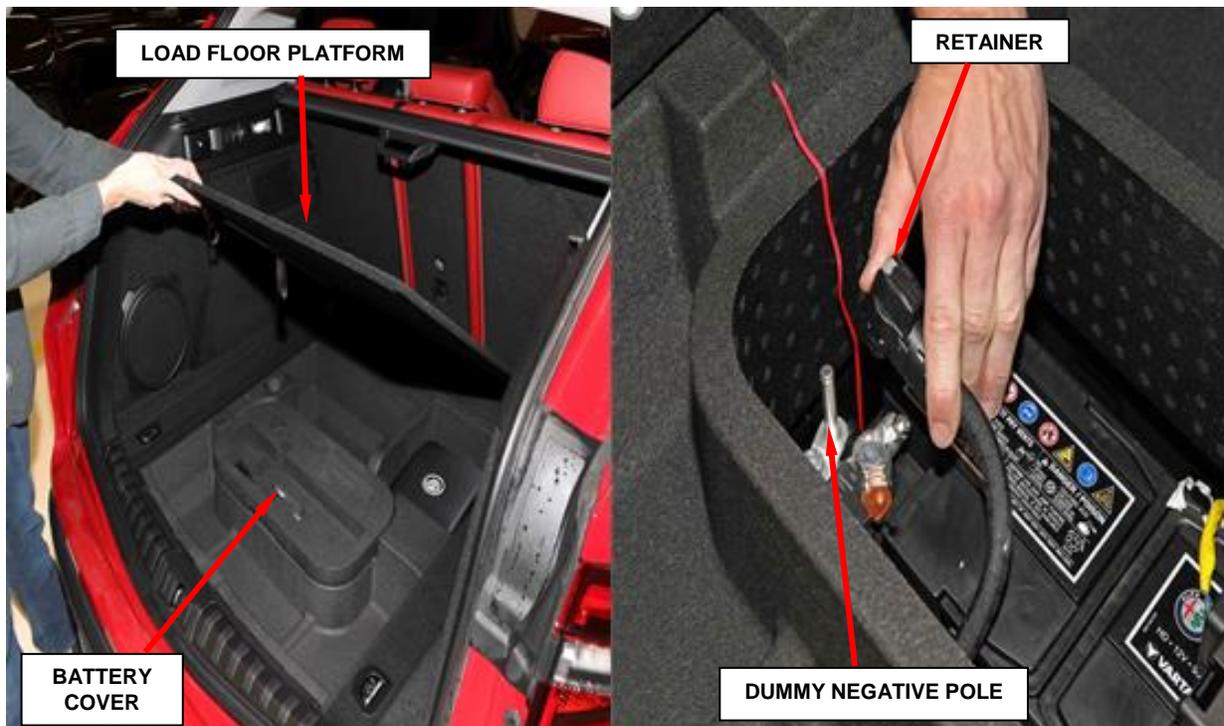


Figure 2 – Battery Access

Service Procedure (continued)

Operation 1 - Check correct opening of water drain slot

The following steps describe the operations needed to:

- Check for correct opening of the water drain slot located in the bottom of the plenum on the right side of the engine compartment.

Check water drain slot for obstruction:

Proceed as follows in the right side area of the engine compartment.

1. Using a mirror and a light, position them as shown and check whether the water drain slot is clear. **No objects (wiring harness, foreign material) should be protruding up into/down through a portion of the drain slot grommet,** thus blocking the passage of water (Figure 3).
2. If no obstruction is observed, **continue with Operation 2.**
3. If the slot (only the one on the right-hand side) is obstructed by an engine compartment wiring, **use the following steps to remove the cowl trim cover and plenum then adjust the engine wire routing.**

NOTE: If water is present in the right drain slot of the service compartment, after the execution of operation described above, the water can be cleared out with the use of compressed air.

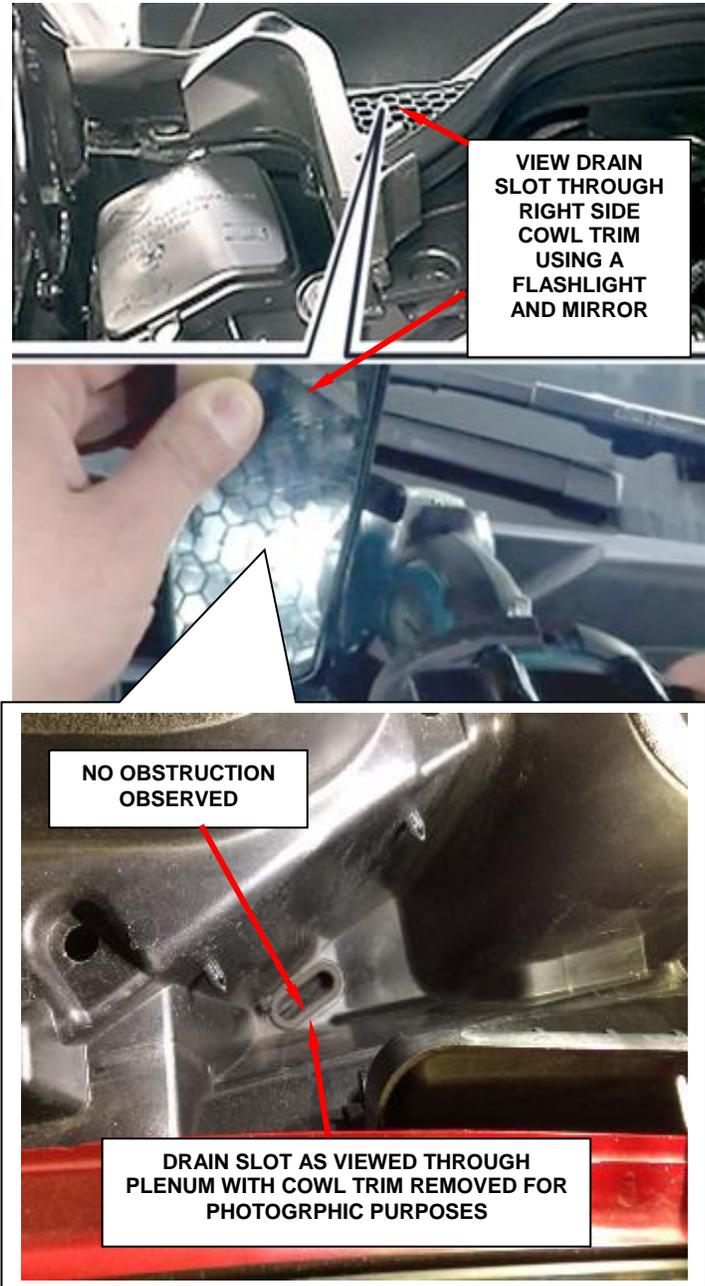


Figure 3 - Inspect Drain Slot for Obstruction (Cowl Trim Removed for Drain Slot Clarity)

Service Procedure (continued)

4. Use the following steps to remove the cowl trim cover.
 - a. Remove and save the screws and remove the cowl trim seals by releasing its retainer from the seat, both right and left sides (Figure 4).

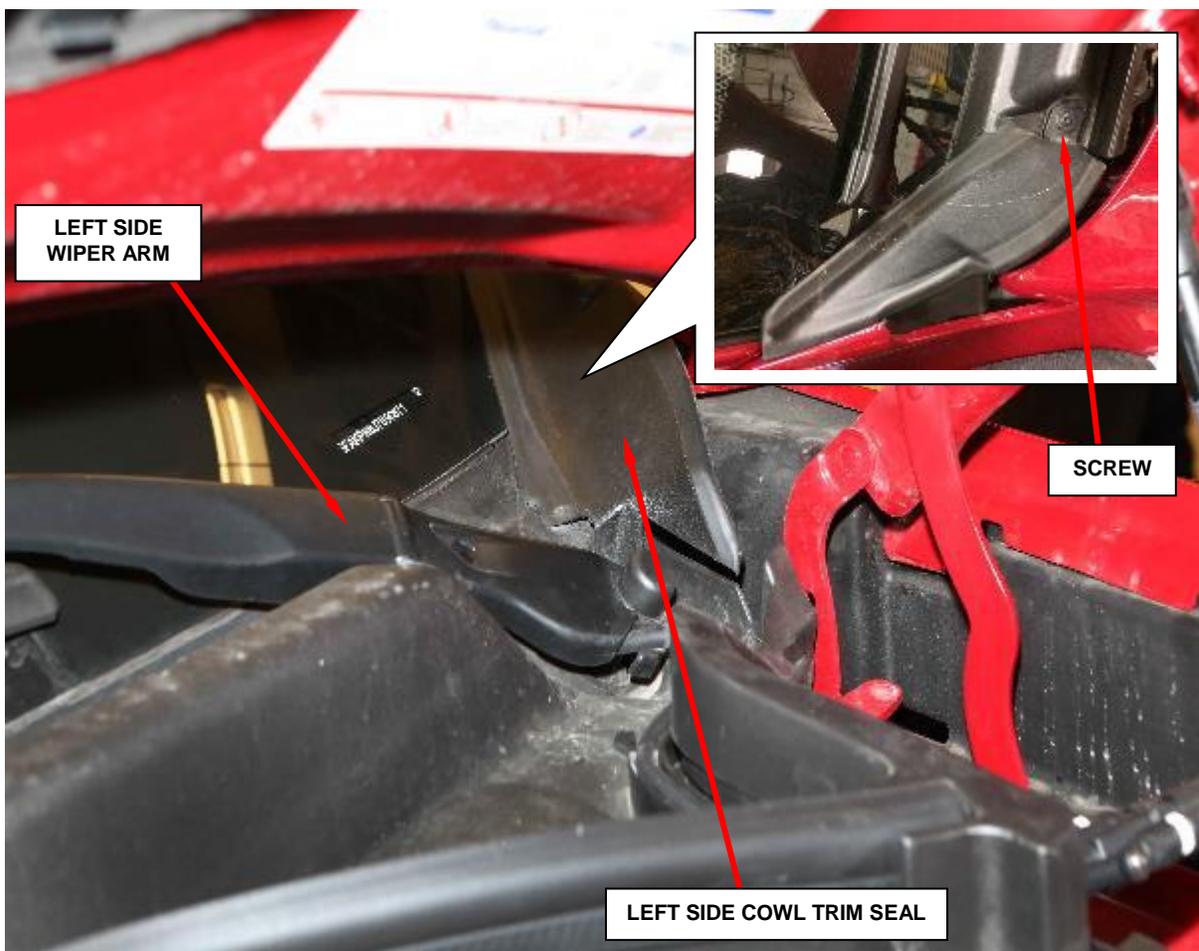


Figure 4 – Left Side Cowl Trim Seal Shown

Service Procedure (continued)

b. Use a trim stick to release the left cowl buffer push pins (Figure 5).

c. Remove the left buffer by releasing it from its seat (Figure 5).

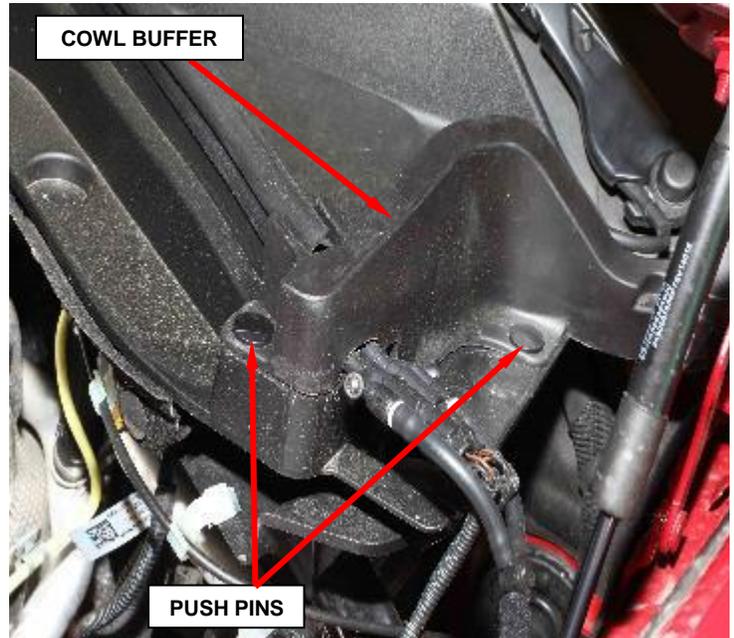


Figure 5 – Cowl Buffer

d. Separate the washer hoses from the housing of the wiper arms (Figure 6).

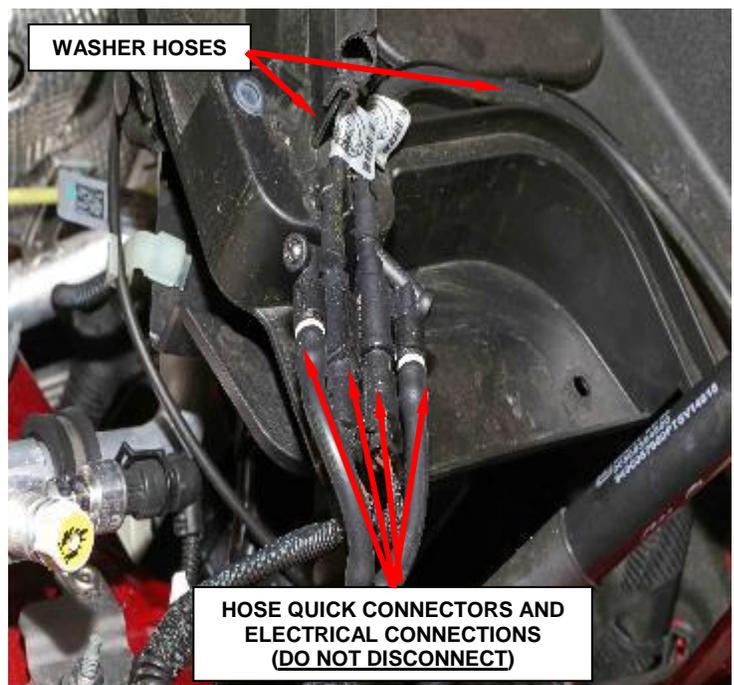


Figure 6 – Wiper Hoses and Electrical Connectors

Service Procedure (continued)

- e. Release the nut covers at the base of the wiper arms.
- f. Remove the nuts and the washers (Figure 7).
- g. Remove the wiper arms complete with the hose and washer nozzle. **Position the wipers off to side without disconnecting the hoses or electrical connections.**

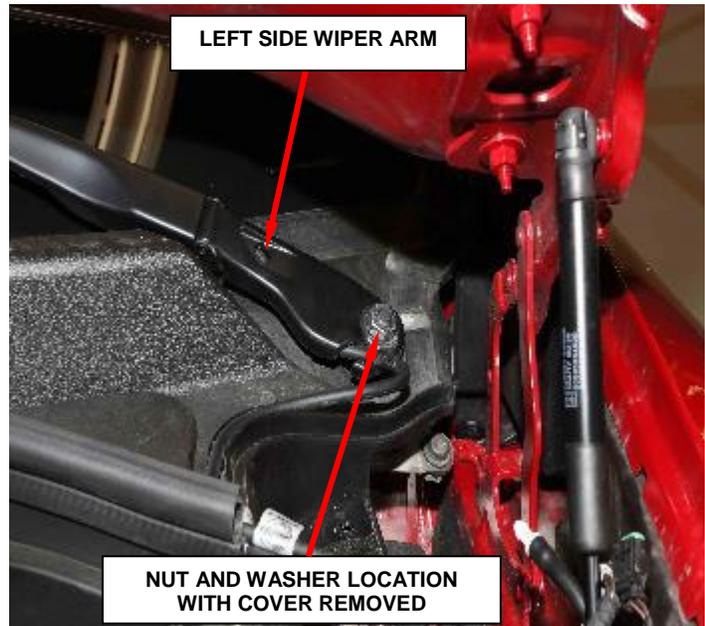


Figure 7 – Left Side Wiper Arm Nut

NOTE: If necessary, remove the wiper arm using a suitable extractor to release the splined shaft.

- h. Working on the right side of the windshield cowl trim, remove the four push pins and screw (Figure 8).

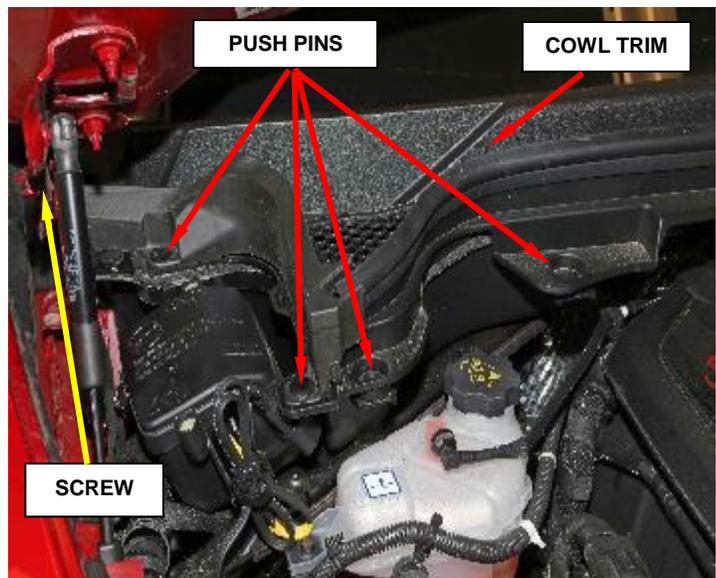


Figure 8 – Windshield Frame Trim Mounting Push Pins

Service Procedure (continued)

- i. Working on the left side of the cowl trim, remove the screw (Figure 9).
- j. Use a trim stick to remove the push pins (Figure 9).
- k. Starting from one end, gradually release the cowl trim from the retaining profile along the windshield base.

NOTE: Work carefully to avoid damaging the windshield and the profile.

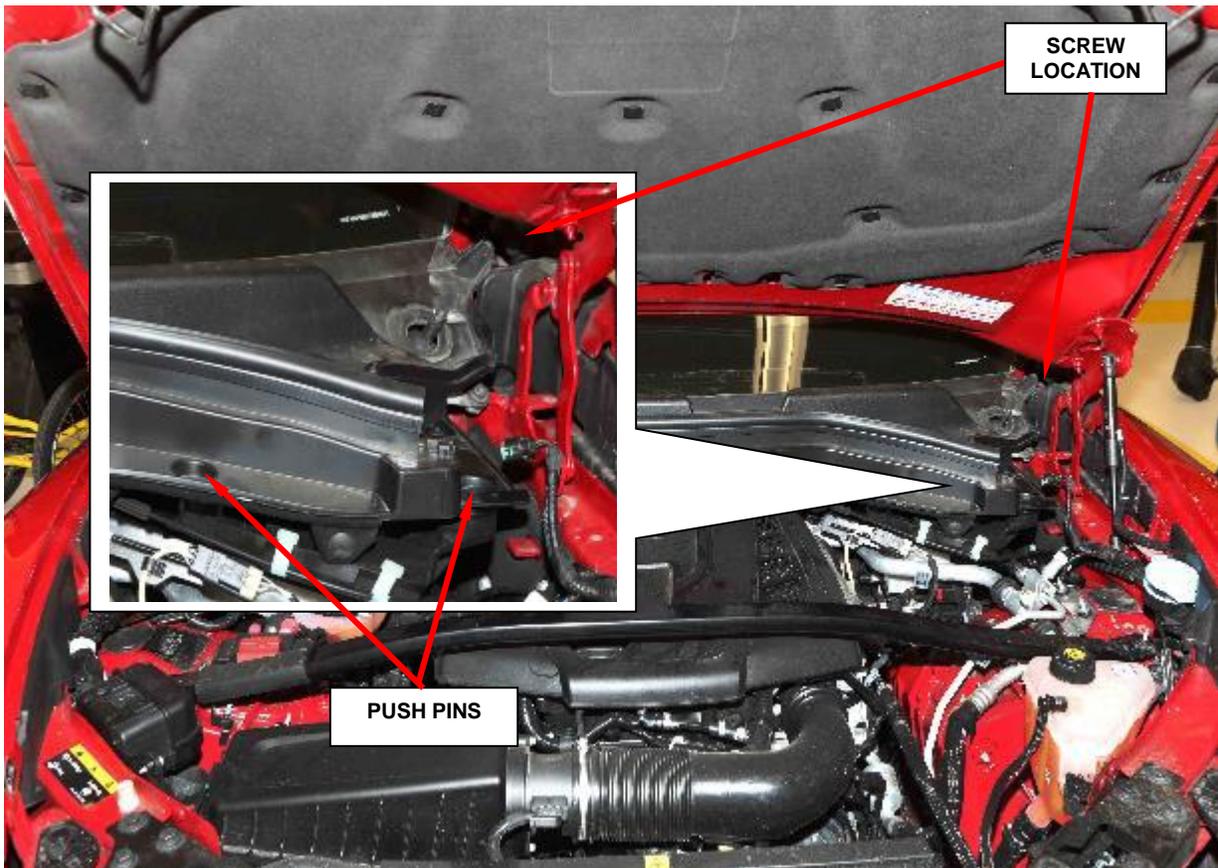


Figure 9 – Windshield Cowl Trim

Service Procedure (continued)

5. Remove the plenum screen (Figure 10).

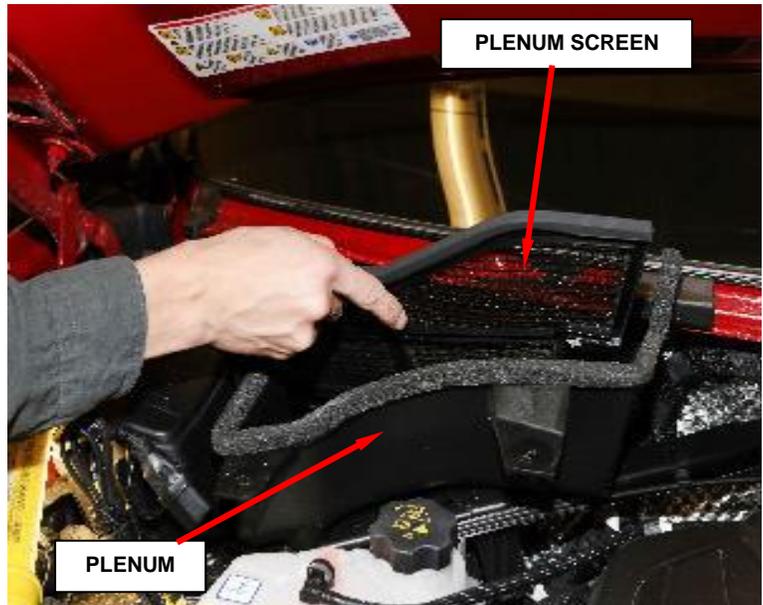


Figure 10 – Plenum Screen

6. Remove the two nuts and two push pins from the plenum (Figure 11).

7. Disconnect the electrical connector and release the wire harness pigtail from the plenum (Figure 11).

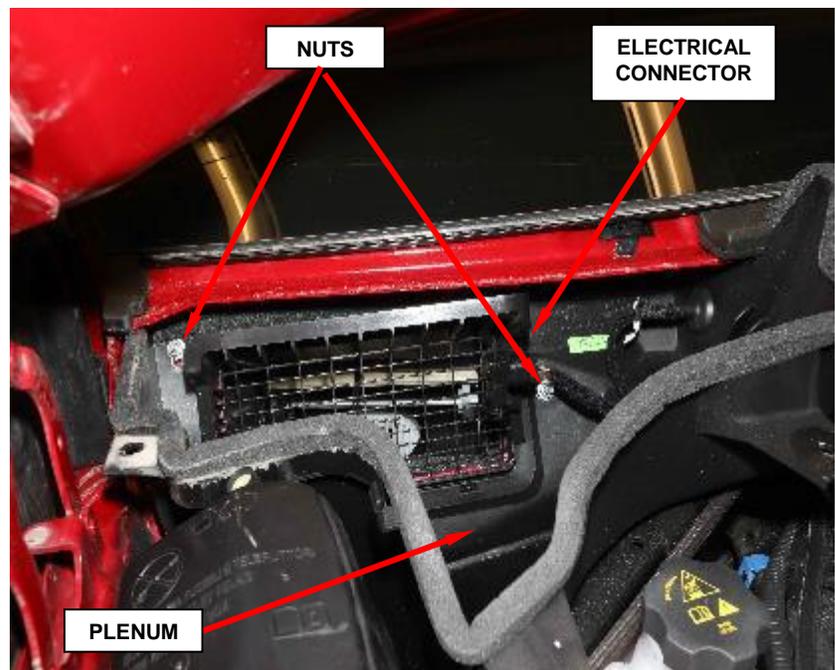


Figure 11 – Plenum Fasteners

Service Procedure (continued)

- 8. Remove the two coolant bottle fasteners (Figure 12).

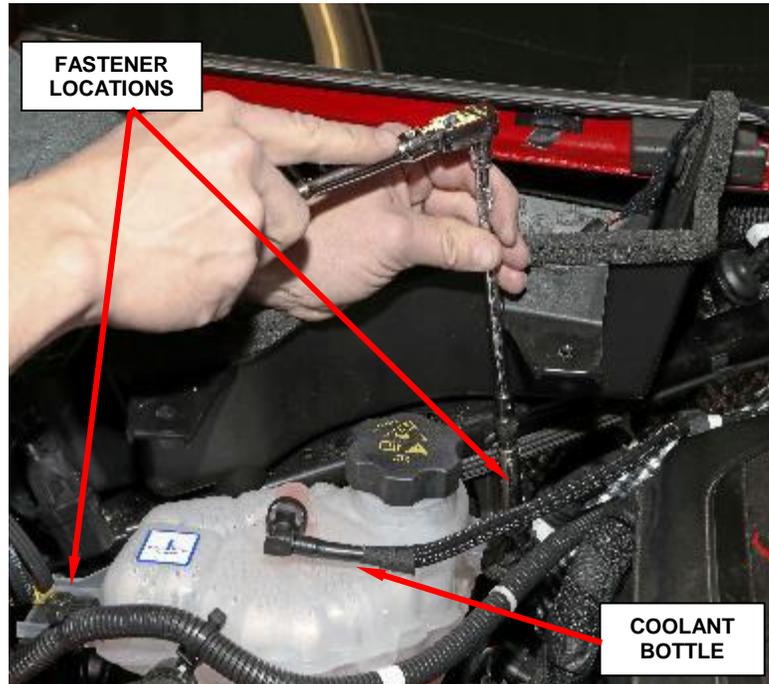


Figure 12 – Coolant Bottle

- 9. Remove the engine box brace (Figure 13).

- 10. Remove the plenum (Figure 13).

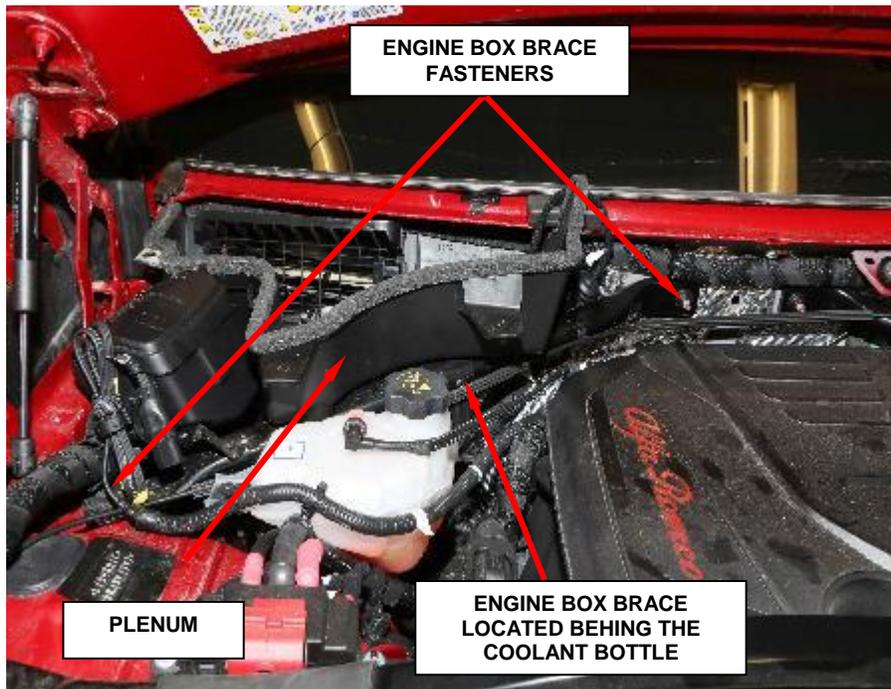


Figure 13 – Engine Box Brace

Service Procedure (continued)

11. Move engine compartment wiring to the routing shown (as close as possible to the dash panel) to clear the water drain slot opening after removing the plenum (Figure 14).

12. Install the plenum using the two push pins and two nuts then tighten the nuts securely.

13. Install the engine box brace and tighten the two fasteners to 20 N·m (15 ft. lbs.).



Figure 14 – Engine Wiring Routing

14. Install the coolant bottle and tighten the two fasteners securely.

15. Install the plenum screen.

16. Use the following steps to install the cowl trim cover.

- a. Position the cowl trim in position and engage the retaining profile along the entire cowl.

NOTE: If necessary, use soapy water to facilitate inserting the trim into the retaining profile.

NOTE: Do not press the trim excessively into the retaining profile to avoid damaging the windshield.

- b. Working on the left side, install the cowl trim push pins and seat fully.
- c. Install the left side screw and tighten securely.

Service Procedure (continued)

- d. Working on the right side of the windshield cowl trim, install the four push pins and screw, tighten securely.
 - e. Place the wiper arms in position aligning the blades with the references etched on the windshield.
 - f. Install the washers and tighten the nuts to 29 N·m (21 ft. lbs.).
 - g. Attach the nut covers.
 - h. Place the hoses back into position.
 - i. Position the left buffer and secure it on its seat.
 - j. Install the push pins and seat fully.
17. Position the sealing strip and secure its retainer on the seat.
18. Install the screws and tighten securely.
19. Continue with **Operation 2.**

Service Procedure (Continued)

Operation 2 - Application of sealant on the right joint of the shelf under the windshield and sponge pad application.

The following procedure describes the operation needed for sealing the sheet metal at the joint, on the right side of the shelf under the windshield, to prevent water dripping on the bulkhead. Application of closed-cell sponge pads on the right side of the service compartment.

Proceed as follows operating on the right side of the engine compartment, at the hood hinge.

1. Protect the zone around the indicated application area.
2. Using a brush of adequate size, apply MOPAR RTV sealant (approximately 0.3 oz./10 grams) on the metal sheet areas as shown. (Figure 15).

IMPORTANT: The sealant must be applied to the target area as shown (Figure 15).

The sealant must NOT be visible from the outside.

3. **Repeat the operations on the opposite side shelf.**
4. Remove the protections.

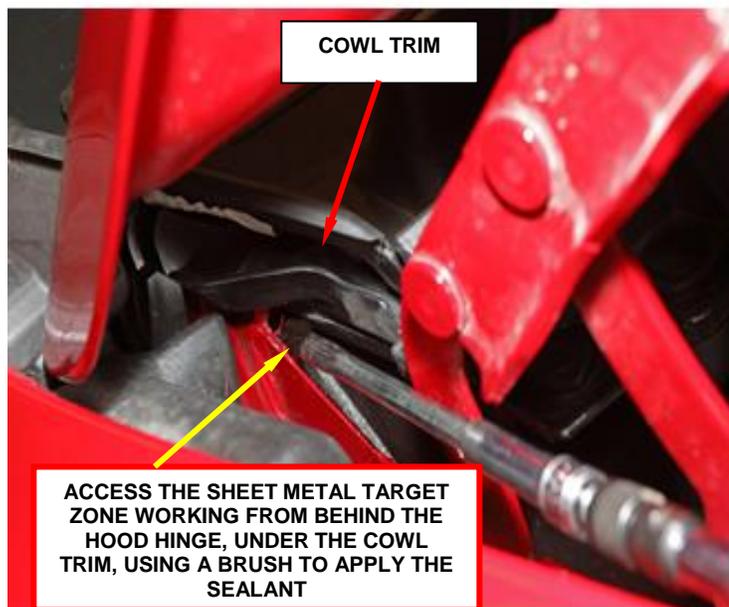


Figure 15 – Sealant Application (Right Side Shown)

Service Procedure (Continued)

Sponge pad application

Proceed as follows in the right side area of the engine compartment.

1. Remove the screws attaching the fusebox and remove the support bracket (Figure 16).
2. Position the fusebox forward to clear the working area.

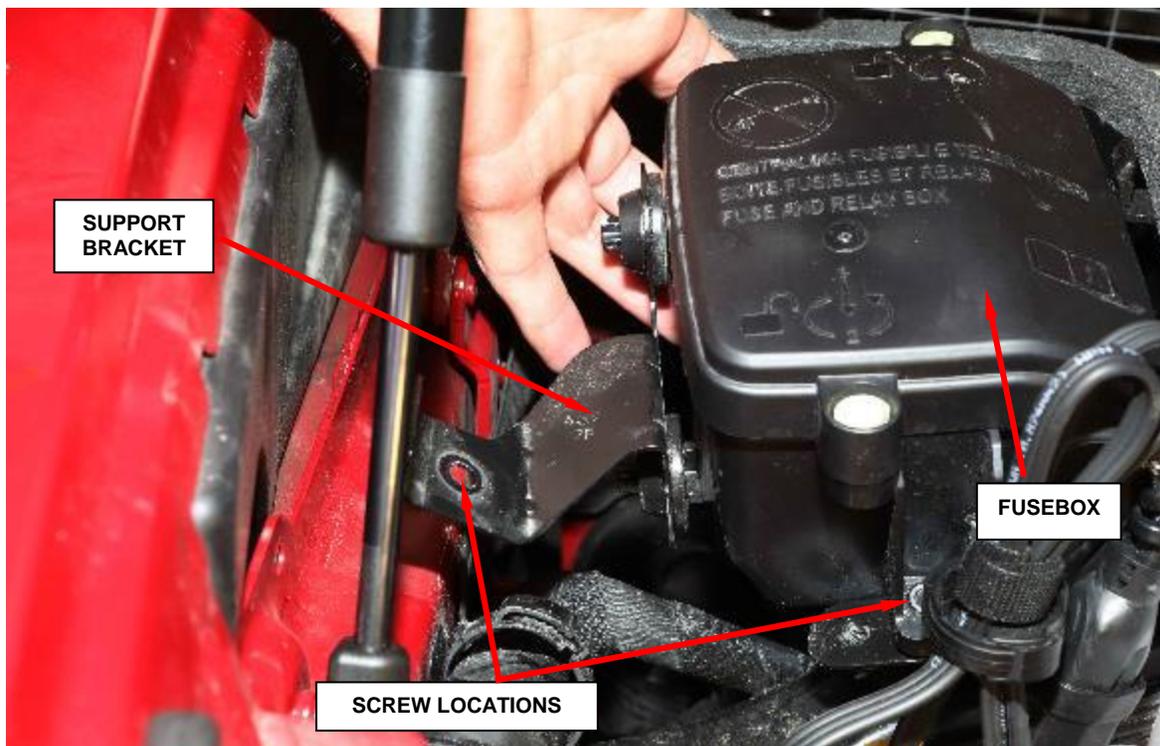


Figure 16 – Fusebox

Service Procedure (Continued)

3. Cut one of the supplied sponge pads in half, leaving five sections as shown (Figure 17).

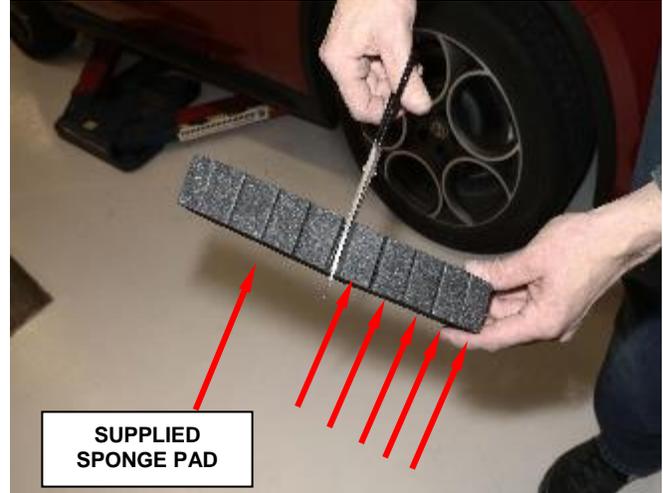


Figure 17 – Cut Sponge Pad

4. Remove the adhesive backing then insert the sponge pad between the right side of the plenum and the right wheel housing, pressing it firmly, using a suitable tool, making the edges of the cut adhere well, as shown (Figure 18).

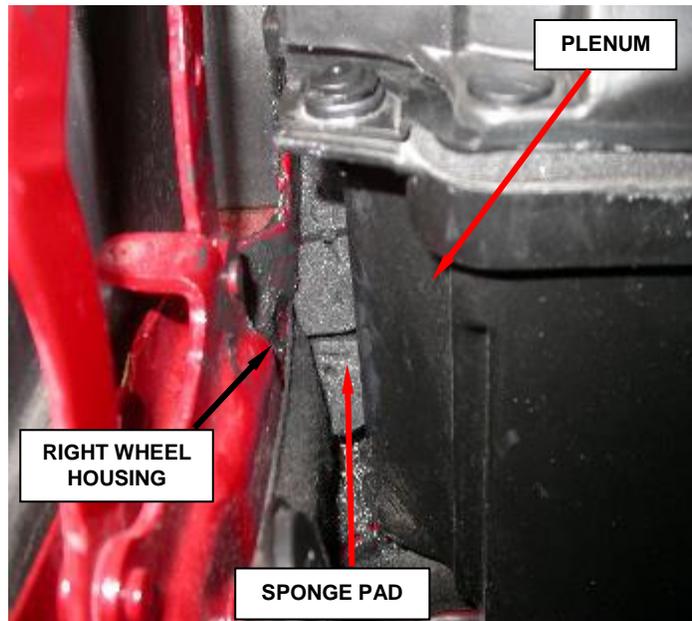


Figure 18 - Sponge Pad Installation

5. Install the fusebox bracket.

6. Install the fusebox and tighten the fastening screws securely.

7. Continue with **Operation 3.**

Service Procedure (Continued)**Operation 3 - Check correct position of wire from left-hand bulkhead connector**

Proceed as follows operating on the left side of the engine compartment, at the bulkhead.

1. Check the wiring from the left-hand bulkhead to be sure it is positioned as shown in the figure, i.e. facing downwards without loops (Figure 19).
2. If the wiring is facing downwards, as shown (Figure 19), **the position is conforming: vehicle OK.**

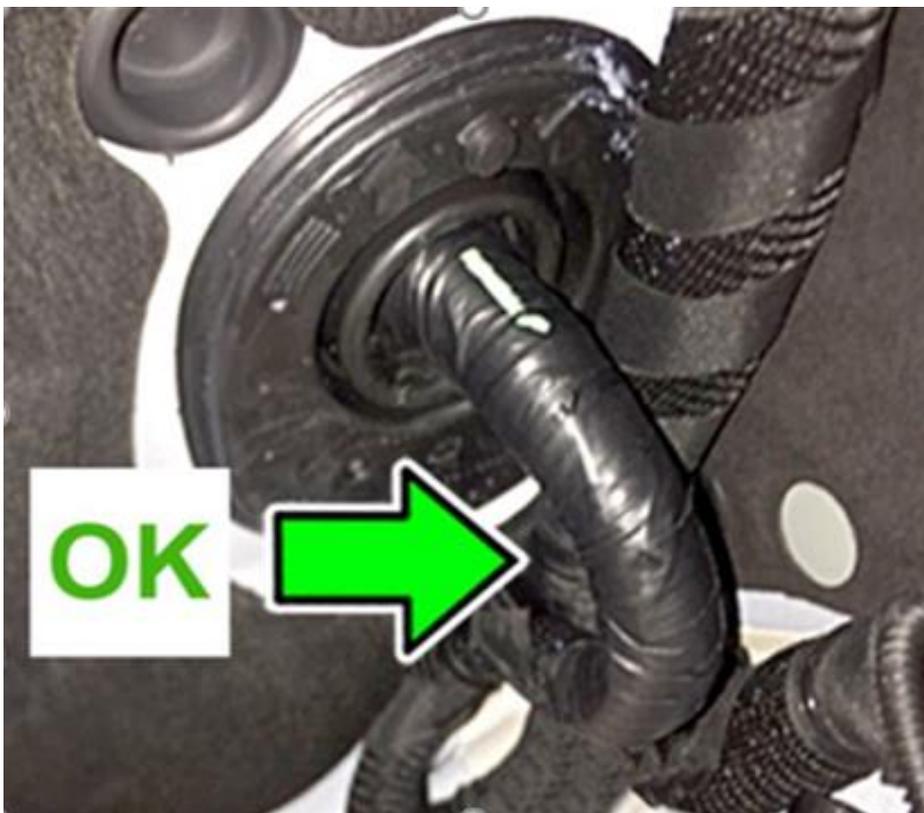


Figure 19 – Wiring Position OK

Service Procedure (Continued)

3. If the wiring (1) from the bulkhead connector is not facing downwards, as shown (Figure 20), **the position is NOT conforming: vehicle NOK.**

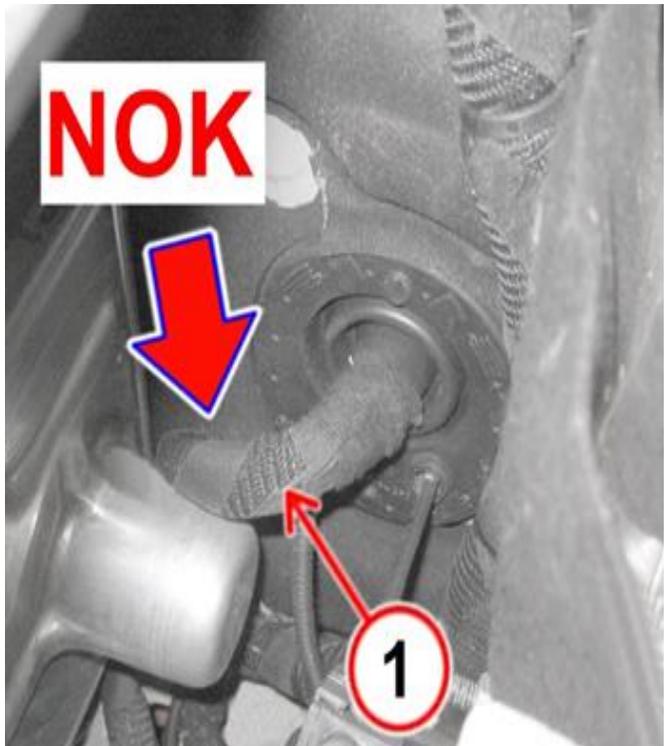


Figure 20 – Wiring Position NOT OK

4. Restore the wiring to a conforming position as shown.
 - a. Arrange the wiring in the current position, as shown (Figure 21).
 - b. Apply a double securing clip in point on the wiring (Figure 21).
 - c. Then constrain the wiring to the double clip (Figure 21).

5. Continue with **Operation 4.**

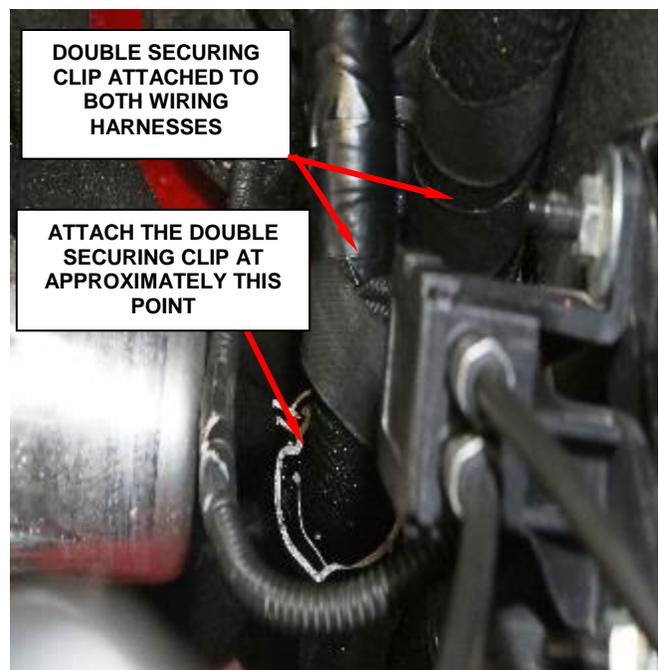


Figure 21 – Double Securing Clip

Service Procedure (Continued)**Operation 4 - Apply protective cover on BCM**

Proceed as follows inside the vehicle, in the area under the dashboard on passenger side.

1. Remove the floor mat
2. Remove the fasteners, then remove the BCM cover, releasing it from the lower side (Figure 22).

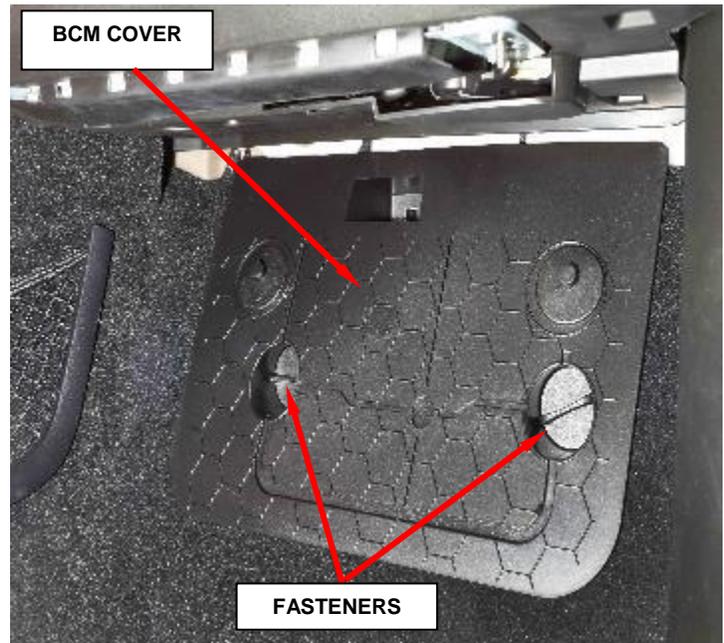


Figure 22 – Remove BCM Cover

3. Without disconnecting the electrical connections, inspect the BCM cover pad and carpeting for evidence of dampness.
4. Inspect for evidence of dry water spots on BCM.
 - If any evidence of dampness or water spots are present, contact the STAR Center for additional repair guidance

Service Procedure (Continued)

5. **Without disconnecting the electrical connections** remove the upper nut, loosen the two lower nuts without removing them and detach the upper part of the BCM from the supporting bracket (Figure 23).

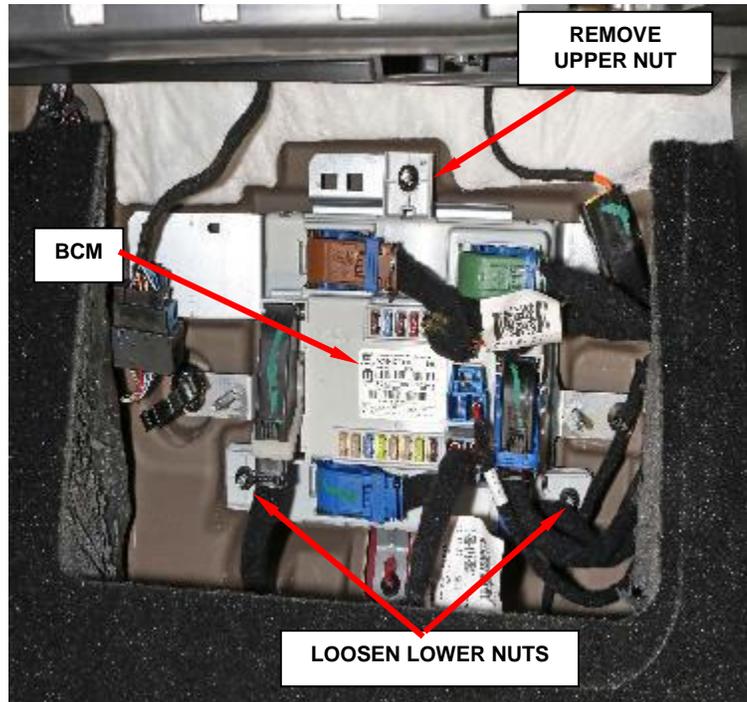


Figure 23 – BCM Mounting Nuts

6. Insert the protective cover on the upper BCM mounting tab, as shown (Figure 24).

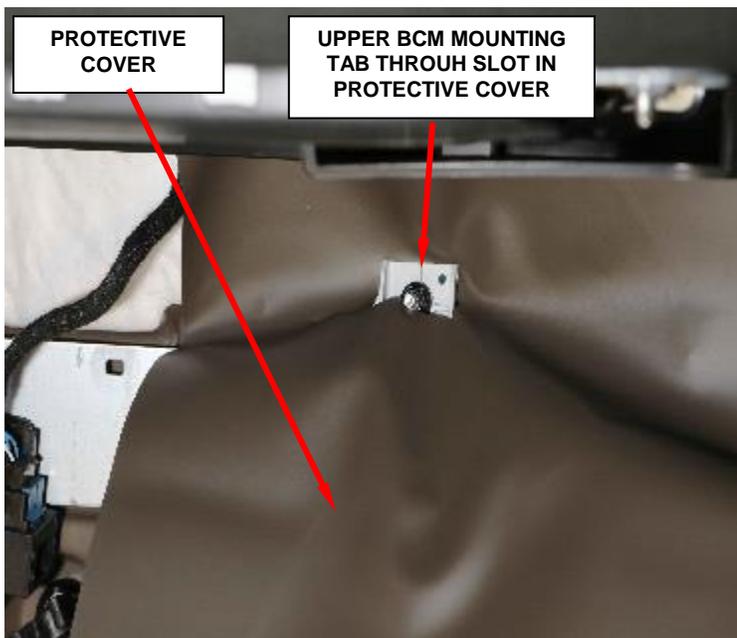


Figure 24 – Protective Cover Over BCM Tab

Service Procedure (Continued)

7. Completely cover the BCM, as shown, **appropriately positioning the protective cover between BCM and mounting bracket**, so that it can be pulled out (Figure 25).

8. Install the BCM, **without disconnecting the electrical connections** and tighten the supporting bracket nuts securely.

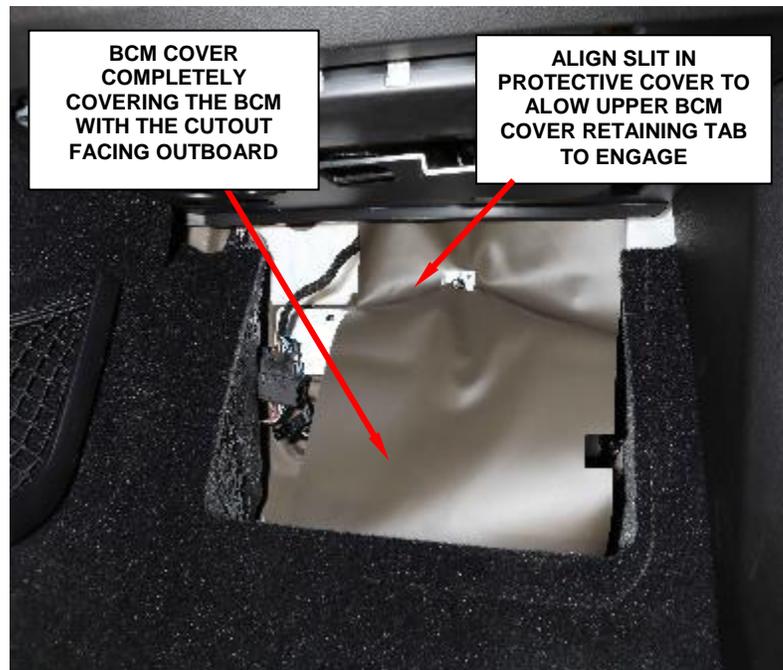


Figure 25 – Protective Cover Installed

9. Install the BCM cover and tighten the fasteners securely.

10. Install the floor mat.

11. Continue with **Section B. Install additional sealing protection for the rear liftgate (U34).**

Service Procedure (Continued)**B. Install additional sealing protection for the rear liftgate (U34).****Operation 5 - Hole covering on liftgate and check for correct connection insulation**

Operating on the liftgate remove the screws, remove the license plate holder and perform the following procedure.

1. Remove the four outer fastening screws from the lower trim (Figure 26).
2. Remove the two inner fastening screws from the lower trim (Figure 26).



Figure 26 – Fastening Screws

Service Procedure (Continued)

3. **Proceeding very carefully to prevent damaging the anchors**, detach the lower trim from the liftgate **without disconnecting the electric connections**.

4. Constrain the trim to the liftgate using an appropriate tool, e.g. a bungee cord with plastic hooks, to prevent damaging the paint.

5. Take 3 pieces of adhesive cloth tape from the kit.

NOTE: The kit contains two extra pieces of cloth tape.

Operating on the tailgate:

6. Carefully clean the application zone of the cloth tape using isopropyl alcohol and a clean cloth or equivalent.

NOTE: Position the tape at approximately 1 cm (0.5in) from the edge, as shown.

7. Apply a piece of cloth tape on the left hole, as shown (Figure 28).



Figure 27 - Cloth Tape to Left Side of Liftgate

Service Procedure (Continued)

8. Take one piece of tape and cut it in half as shown then apply the two pieces, partially overlapped on the center hole, leaving the liftgate trim attaching holes uncovered, as shown (Figure 28).

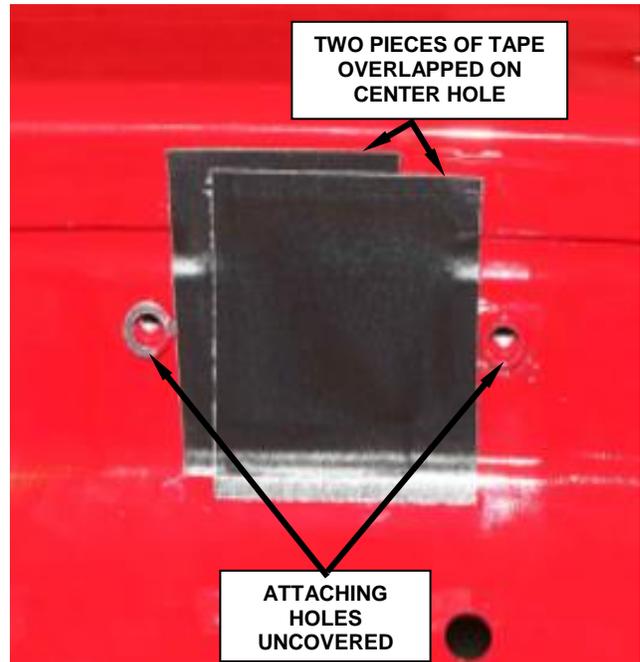


Figure 28 - Cloth Tape to Center Hole of Liftgate

9. Apply a piece on the right hole, tearing it partially, as shown, so as to be able to wrap around the wiring at the outlet (Figure 29).

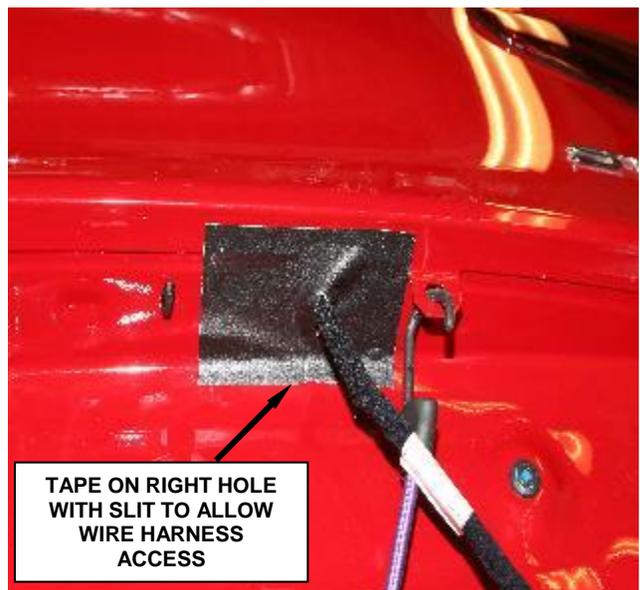


Figure 29 - Cloth Tape to Right Side of Liftgate

Service Procedure (Continued)

10. Take a piece of adhesive sponge profile approximately 15cm (6in) long.

11. Apply the piece of adhesive sponge profile around the hole to form a C, as shown, making sure it adheres completely (Figure 30).



Figure 30 – Sponge Profile

12. Identify the electrical connection between the harness and tailgate opening control and pull it up from the trim (Figure 31).

13. Using an appropriate cutter, remove the anchoring pin, as shown. (Figure 31).

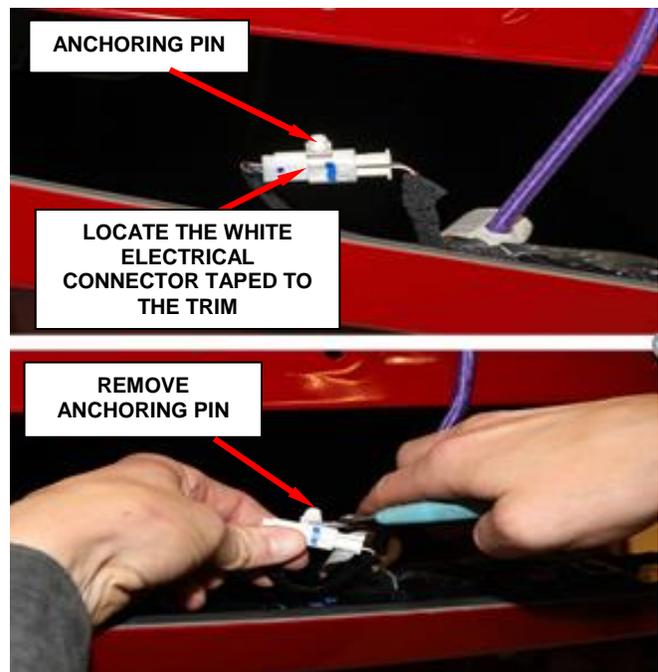


Figure 31 – Electrical Connection

Service Procedure (Continued)

14. Take a small amount of insulating mastic.
15. Apply the insulating mastic **on both sides** of the electrical connection in the wire input point, so as to seal the cavities as shown (Figure 32)
16. Degrease the electrical connection using isopropyl alcohol and a clean cloth or equivalent.

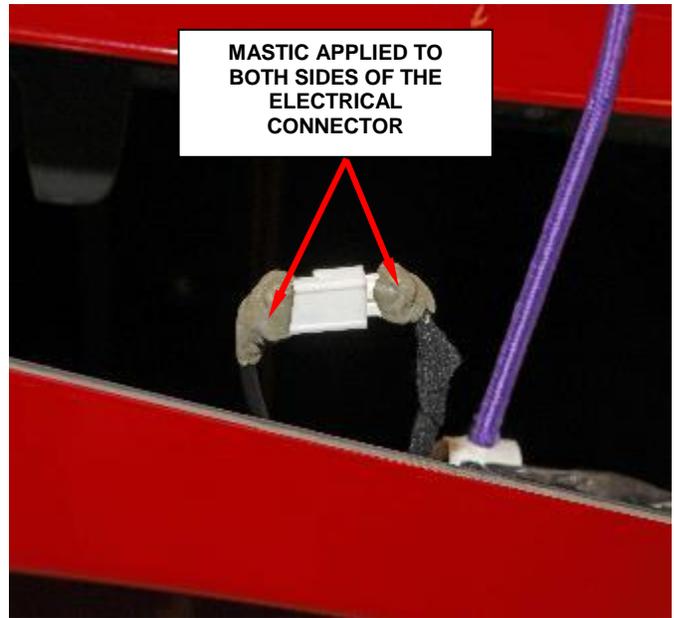


Figure 32 – Electrical Connection

17. Take the self-vulcanizing tape and cut a piece approximately 15cm (6in) long.

NOTE: Before application, stretch it to 100%, nearly 30cm (12in) so as to promote vulcanization.

18. Wrap the tape on the connection overlapping it by 50% to cover it entirely, as shown (Figure 33).

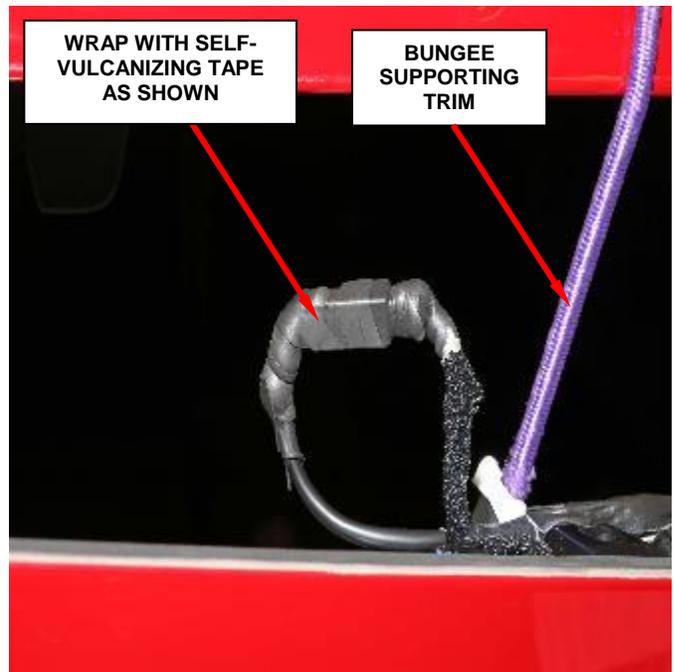
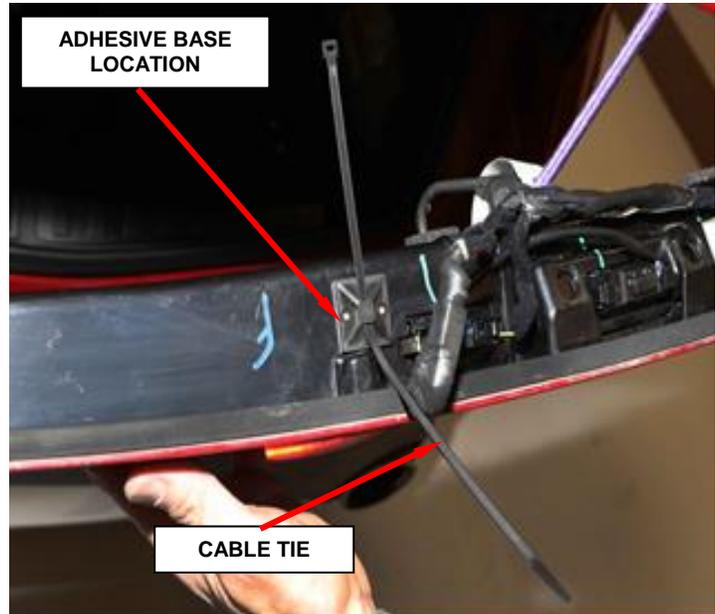


Figure 33 – Self-Vulcanizing Tape

Service Procedure (Continued)

19. Carefully clean the application zone for the adhesive base using isopropyl alcohol and a clean cloth or equivalent.



20. Apply an adhesive base on the trim, in the position shown, and secure the connection by means of a cable tie (Figure 34).



Figure 34 – Adhesive Clip

Service Procedure (Continued)

21. Disconnect the electrical connection from the rear camera (Figure 35).

22. Degrease the connection using isopropyl alcohol and a clean cloth or equivalent.



Figure 35 – Rear Camera Connection

23. Operating on the connection remove the tape between the sheath of the screened wire towards the connector for approximately 15mm (0.6in), as shown (Figure 36).

Service Procedure (Continued)

24. Cut a piece of self-vulcanizing tape approximately 10cm (4in) long.

NOTE: Before application, stretch it to 100%, nearly 10cm (8in) so as to promote vulcanization.

25. Wrap the tape on the connection overlapping it by 50% to cover it entirely, as shown (Figure 36).
26. Make sure that there are no uncovered parts and reconnect the connection to the rear camera.



Figure 36 - Self-Vulcanizing Tape

27. Install the molding on the liftgate, working in the reverse order of removal.
28. Install the license plate holder.
29. Connect the negative battery terminal to the "dummy negative pole" of the battery and make sure that the retainer is correctly coupled.
30. Reposition the battery cover.
31. Reposition the load platform covering.
32. Check the operation of the electrical system.

Service Procedure (Continued)

33. Check that the time/day etc. are correct.
34. Close the liftgate manually.

NOTE: The liftgate must be closed manually after disconnecting the battery. Once closed the opening/closing electrical control function is reacquired.

NOTE: Steering must be initialized after the battery has been disconnected. This will be indicated by a warning light on the instrument panel turning on. To carry out this procedure, just start the engine, turn the steering wheel from one lock to the other and put it back into the center position.

35. Initialize the electric tow hook, if equipped.
 - Press the button on the right luggage compartment trim for at least 10 seconds. The LED will turn on continuously to confirm that the initialization has taken place (Figure 39).

36. Verify all wiper system and backup camera functions.
37. Connect the wiTECH 2.0 and clear all DTCs.
38. Return the vehicle to the customer.

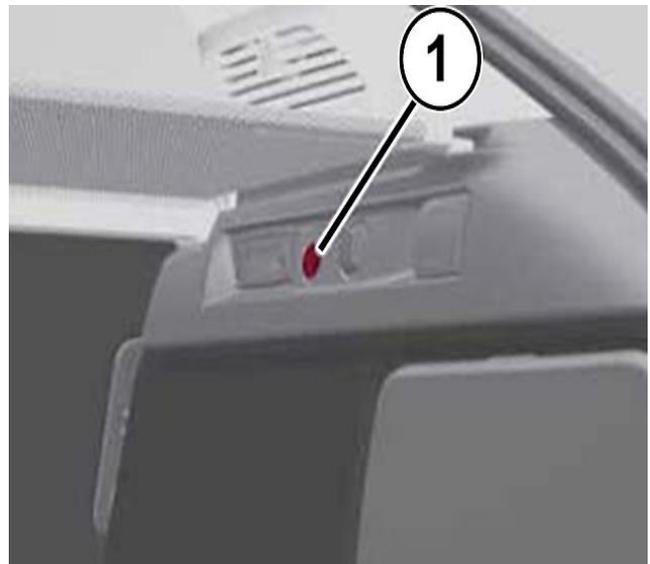


Figure 37 – Initialize Electric Tow Hook

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

NOTE: Two Labor Operations must be claimed after completing Sections A and B. One LOP for each recall, U34 and U36. Each LOP must be claimed on its own condition. All parts must be billed on the condition containing LOP 23-U3-41-82.

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Install Additional Liftgate Sealing (U34)	23-U3-41-82	0.5 hours
Install Additional BCM Sealing (U36)	23-U3-61-82	0.6 hours
or		
Install Additional BCM Sealing and Adjust Engine Wiring Routing(U36)	23-U3-61-83	1.3 hours
<u>Additional Services</u>	<u>Number</u>	<u>Allowance</u>
Wash Vehicle	95-23-34-50	\$15 MAX
Loaner Vehicle – CTP	95-23-34-51	\$60 per day
To ensure an exceptional level of customer service is provided by the dealer, we are highly recommending a Giulia, Stelvio, Grand Cherokee (Overland model and above) or a Maserati Ghibli as the customer loaner/CTP vehicle.		
Customer Vehicle Fuel Fill	95-23-34-52	\$45 MAX
Loaner – Enterprise	95-23-34-53	Allowance*
(Giulia, Stelvio, Grand Cherokee (Overland model or above) or Ghibli to receive this amount)		

*** Submit Invoice Amount – Validation of Charges Will Occur Upon Claim Submission.**

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner’s name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer’s VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

U34/NHTSA 18V-203

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Alfa Romeo dealership
2. Call Alfa Romeo Premium Care at **1-866-932-3881**. An agent can confirm part availability and help schedule an appointment
3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall U34.

IMPORTANT SAFETY RECALL

Rear Liftgate Water Intrusion

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2018 Alfa Romeo Stelvio] vehicles.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The rear liftgate on your vehicle ^[1] may experience deficiencies in the sealing and water management system in the rear liftgate applique and rear tail lamp that can result in water intrusion and subsequent corrosion in wiring connectors in the rear liftgate wiring harness and the liftgate-opening switches. This corrosion may result in an unintended activation and opening of the rear liftgate door at vehicle speeds up to 3.1 MPH (5 km/h). **An unintended activation and opening of the rear liftgate door may result in a loss of unrestrained cargo. Lost cargo may create a road hazard and could cause a following vehicle to crash without prior warning.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will install additional sealing protection to prevent water intrusion for the rear liftgate wiring connectors and switch. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is two hours. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR ALFA ROMEO DEALERSHIP TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] 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 you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

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

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

U36/NHTSA 18V-205

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Alfa Romeo dealership
2. Call Alfa Romeo Premium Care at **1-866-932-3881**. An agent can confirm part availability and help schedule an appointment
3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall U36.

IMPORTANT SAFETY RECALL

Body Control Module Water Intrusion

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2018 Alfa Romeo Stelvio] vehicles.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The A-pillar sheet metal joint and plenum sheet metal to the heating ventilation air condition box on your vehicle ^[1] may experience sealing deficiencies which could result in water intrusion and subsequent corrosion in the body control module A-pillar connector and/or body control module component. This corrosion may result in illumination of one or more telltale lamps and/or a loss of windshield wiper function, and/or a loss of all exterior lighting, and/or loss of horn function and/or inadvertent turn signal activation. In certain cases, a telltale may illuminate indicating an issue with the windshield wipers, auto headlights not operative and/or external lights not operative. **In certain conditions, loss of windshield wiper function and/or exterior lighting may reduce driver visibility and could result in a vehicle crash without warning.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will install additional sealing protection to prevent water intrusion for the body control module A-pillar connector and body control module. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is two hours. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR ALFA ROMEO DEALERSHIP TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

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[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

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