

U86 Safety Recall (Low Brake Pedal) Parts Availability, Customer Notification & Service CapacityBy **Mopar** on Tuesday, September 04, 2018

SEPTEMBER 2018



U86 SAFETY RECALL - LOW BRAKE PEDAL

PARTS AVAILABILITY- CUSTOMER NOTIFICATION- SERVICE CAPACITY

Please refer to the below information as it relates to the **U86** Safety Recall (Low Brake Pedal) on various 2018 and 2019 Dodge and Jeep vehicles.

PARTS AVAILABILITY

Dealer ordering remains (PN: 04318080AD) blocked and Mopar continues to allocate orders to dealers based on VIN's assigned and supplier fulfillment facilities.

However, in effort to support dealer capacity and alleviate parts concerns, revised dealer instructions are available to reflect the approval of DOT-3 brake fluid equivalents. Equivalents must comply with **FMVSS116** (*Federal Motor Vehicle*) or **SAEJ1703** (*Society of Automotive Engineers*) standards.

CUSTOMER NOTIFICATION

Customer notification letters began mailing **August 29th, 2018**. As customers contact your dealer, please be sure your service teams are prepared to schedule appointments and repair vehicles within a timely fashion. Customers should not be turned away due to dealer placing priority parts or repairs on unsold units. It is recommended customer appointments are scheduled within 7 days.

SERVICE CAPACITY

Please consider the following service capacity best practices and potential production roadblocks to better support all service traffic at your dealer, increase your FFV, and provide a positive experience to our customers.

- Extended hours and overnight repairs?
- Are advisors writing detailed RO's to assist the tech define the vehicle concern quickly?
- Am I achieving PREMIUM SMART Warranty?
- How are customer appointments scheduled?
- RO Dispatch (Flow)?
- How much time does my technician spend waiting for parts daily?
- Are special tools easily accessible to techs and how do I minimized lost tools?

FCA appreciates your support!