

UA5 Safety Recall - Track Bar WeldBy **Mopar** on Friday, October 19, 2018

OCTOBER 2018

**UA5 SAFETY RECALL - TRACK BAR WELD**
2018-19MY (JL) JEEP WRANGLER (LEFT HAND DRIVE)
PROCESS HIGHLIGHTS & BEST PRACTICES

Please refer to the information below as it relates to the UA5 Safety Recall (Track Bar Weld) on various 2018- 19MY Jeep Wrangler vehicles. In an effort to better support the UA5 campaign, this communication is intended to highlight and clarify details of recently launched dealer instructions. Dealership personnel should refer to the dealer instructions for detailed service repair procedures. Customer notification will begin mailing on October 24th, 2018.

UA5 REPAIR PROCEDURE HIGHLIGHTS

- During dealer inspection, if the 3-digit frame build date is **higher or equal to 126 and lower or equal to 156** proceed to step 5 in the dealer instructions. If the date code is not in 3- digit format, and/or if the technician is unable to read the frame build date, please proceed to step 5 in dealer instructions.
- Customers vehicles which require photos to be sent to the supplier (Tower) for review, should receive alternative transportation accommodations upon customer request.
- Remember to **write the last three of the VIN** on the outboard frame bracket weld. Refer to acceptable and not acceptable example photos in dealer instructions (Page 4).
- When emailing photos to customer_care@trackbar.net please include the following:
 - VIN (Full)
 - Frame Build Date
 - Photo of inboard weld
 - Photo of outboard weld **with** last 3 digits of VIN marked.
 - Dealership Name, Code, Address, Contact Name, Phone, and Email
- If it is determined repairs are required, the supplier (Tower) will reply to the email and cc STAR. **STAR** will create a case for each VIN, and order parts. Dealers will not need to order parts. The order number will be, the last four of VIN with two asterisks (Example: 1234**).
- Please note: A dealer technician will be assisting weld team with the repairs. Refer to sections "B" and "C" in the dealer instructions that outlines technician procedures. Technician procedures differs depending if a weld or track bar replacement is required.

UA5 BEST PRACTICES

- Dealer should designate a "UA5 Point Person" to send/ receive accurate emails, communicate with all UA5 customers, and coordinate vehicle repairs with weld team. **This point person should be prepared to field inquiries from both Area Managers and Contact Center Case Managers who may be seeking an update on progress being made on an customers vehicle.**
- Once the dealer and supplier (Tower) coordinates a date for weld team to complete repairs, dealer should attempt to coordinate as many vehicles for repair during that scheduled visit (sold/ unsold).
- If the initial repair date changes, the supplier (Tower) will notify the dealer via email. Tower will reply to the initial email sent by the dealer.

Please ensure that each member of your service team is made aware of this communication in order to better support each customer involved in this recall campaign.

FCA appreciates your support!