

IMPORTANT SAFETY RECALL

PTU Input Spline

W48/NHTSA 20E-037

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 Power Transfer Units (PTUs).

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

YOUR SCHEDULING OPTIONS

1. **RECOMMENDED OPTION**

Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership

2. Call the FCA Recall Assistance Center at **1-800-853-1403**. An agent can confirm part availability and help schedule an appointment

3. Visit recalls.mopar.com or download the Mopar Owner's Companion App.

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.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall W48.

WHY DOES MY VEHICLE NEED REPAIRS?

FCA records indicate that you may have purchased a Power Transfer Unit (PTU) for your vehicle ^[1]. Some PTUs (part numbers 68090605AJ, 68090605AK, 68090605AL, 68282447AA, 68282447AB, 68282447AC, 68307403AA, and 68307403AB) may have been built to allow movement in the PTU between the differential input splines and the transmission output shaft. This condition may result in the teeth of the input splines wearing off, which may eventually cause a loss of engagement between the transmission and the differential inside the PTU. If this occurs, torque cannot be transferred between the front wheels and the transmission, which will result in a loss of motive power while the vehicle is in motion and a loss of the PARK function while stationary. **A loss of motive power or PARK function can cause a vehicle crash without prior warning and/or injury to others outside the vehicle.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will exchange your PTU, or repair your vehicle with new PTU installed ^[2] free of charge (parts and labor). To do this, your dealer will reprogram the Drive Train Control Module and the Electric Park Brake if the PTU has been installed. If the subject part is not installed in a vehicle, it will be exchanged with a new part. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring the uninstalled PTU that you purchased, or the vehicle with new PTU installed, and this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER 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
FCA 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.