

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

W22/NHTSA 20V-183

LOGO

VEHICLE PICTURE

#### FOR RECALL QUESTIONS

- 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 if there are any recall repairs which must be performed on your vehicle
- 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 W22.

# IMPORTANT SAFETY RECALL

## Front Axle Differential

Dear [Name],

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

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain [2019 Model Year (WK) Jeep® Grand Cherokee and 2019 Model Year (WD) Dodge Durango] vehicles equipped with a 3.6L engine and four-wheel drive single speed transfer case.

#### RECALL DESCRIPTION

The front axle differential on your vehicle <sup>[1]</sup> may have been assembled with pinion gears that are not hardened. This may result in the teeth of the gears wearing off, which can cause a loss of engagement between the pinion gears and the side gears. If both pinion gears have their teeth sufficiently worn off, torque cannot be transferred between the front wheels and the driveline. Because the single speed transfer case differential is open, the wheels rotate freely which results in a loss of motive power while the vehicle is in motion and a loss of the PARK function while stationary. In some circumstances, prior to a loss of motive power and/or inadvertent vehicle movement, the operator may notice a gear whine or a grinding noise. **A loss of motive power or a loss of PARK function can cause a vehicle crash without prior warning and/or injury to others outside the vehicle.**

#### YOUR VEHICLE HAS ALREADY BEEN REMEDIED

According to our service records, the front axle differential has already been replaced on your vehicle. Therefore, your vehicle has been remedied and this safety recall does not need to be performed.

**This notification is provided for your records only. There is nothing more that you need to do.**

#### WHAT IF I HAVE QUESTIONS REGARDING THIS RECALL?

If you believe the front axle differential in your vehicle <sup>[2]</sup> has not been replaced or have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either fcarecalls.com or 1 800-853-1403.

#### 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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](http://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.