



Revised September 2015

Dealer Service Instructions for:

## **Safety Recall R03 / NHTSA 14V-373**

### **Wireless Ignition Node Module**

---

**NOTE: The “Parts Return” section has been updated.**

**NOTE: This recall replaces Safety Recall L25. Safety Recall L25 is being cancelled. All vehicles must have this recall performed regardless whether Safety Recall L25 was performed.**

#### **Models**

##### **2009 - 2010 (JC) Dodge Journey**

*NOTE: This recall applies only to the above vehicles built through January 25, 2010 (MDH 012500).*

##### **2008 - 2010 (RT) Dodge Grand Caravan / Chrysler Town & Country**

*NOTE: This recall applies only to the above vehicles built through May 17, 2010 (MDH 051700).*

**IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.**

#### **Subject**

The Wireless Ignition Node (WIN) Module on about 721,000 of the above vehicles may have unintentional movement of the Frequency Operated Button Ignition Key (FOBIK) from the “ON” to the “Accessory” position while driving. This could cause unintended engine shut off and increase the risk of a crash.

#### **Repair**

The WIN module and FOBIK’s must be replaced.

<b>Parts Information</b>
--------------------------

**Dodge Journey (JC) Models**

**SPECIAL NOTE:** The original “Valet Key” must be transferred from the original FOBK to the new FOBK.

**NOTE:** All of the WIN Module Packages listed below come with two new preprogrammed FOBK’s.

**CAUTION:** If the vehicle is equipped with aftermarket equipment/upfits, such as a Mopar Aftermarket Remote Start kit, sales code XBM will be identified in VIP under “Dealer Installed Equipment”. For these vehicles the WIN part number selected must include XBM as one of the supported sales codes or the installed WIN will NOT provide the aftermarket functionality. Verify the correct WIN usage before installation.

<u>Part Number</u>	<u>Description</u>
<b>CBXZR03HAA</b>	<b>WIN Module Package</b> (with sales code XBM)
<b>CBXZR031AA</b>	<b>WIN Module Package</b> (with sales code GXR / without XBM and YAB)
<b>CBXZR032AA</b>	<b>WIN Module Package</b> (with sales code GXR and YAB / without GXN)
<b>CBXZR034AA</b>	<b>WIN Module Package</b> (with sales code GXN)

Each of the above packages contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Module, Wireless Ignition Node
2	FOBK

<b>CBXZR03MAA</b>	<b>WIN Module Package (includes two SKIM key blanks)</b> (without sales code XBM, GXN AND GXR)
-------------------	---

Each of the above packages contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Module, Wireless Ignition Node
2	Blank, SKIM Key (not programmed)

**Each dealer** to whom vehicles in the recall were assigned will receive enough WIN Module Packages to service about 20% of those vehicles.

**Parts Information (Continued)****Chrysler Town & Country (RT) Models**

**SPECIAL NOTE:** The original “Valet Key” must be transferred from the original FOBK to the new FOBK.

**CAUTION:** If the vehicle is equipped with aftermarket equipment/upfits, such as a Mopar Aftermarket Remote Start kit, sales code XBM will be identified in VIP under “Dealer Installed Equipment”. For these vehicles the WIN part number selected must include XBM as one of the supported sales codes or the installed WIN will NOT provide the aftermarket functionality. Verify the correct WIN usage before installation.

**NOTE:** All of the WIN Module Packages listed below come with two new preprogrammed FOBK’s.

<b>CBXZR035AA</b>	<b>WIN Module Package</b> (with sales code GXW, JRA, JRC, 5I5 / without XBM and YAB)
<b>CBXZR037AA</b>	<b>WIN Module Package</b> (with sales code GXW and 5I5 / without XBM, JRA and YAB)
<b>CBXZR038AA</b>	<b>WIN Module Package</b> (with sales code GXW, JRA, JRC, YAB and 5I5)
<b>CBXZR03JAA</b>	<b>WIN Module Package</b> (with sales code GXW, XBM and 5I5 / without JRA and YAB)
<b>CBXZR03KAA</b>	<b>WIN Module Package</b> (with sales code GXW, XBM, JRA, JRC and 5I5 / without YAB)
<b>CBXZR03BAA</b>	<b>WIN Module Package</b> (with sales code GXW, YAB and 5I5 / without JRA)
<b>CBXZR033AA</b>	<b>WIN Module Package</b> (with sales code GX1, JRA, JRC and 5I5)

Each of the above packages contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Module, Wireless Ignition Node
2	FOBK

**Each dealer** to whom vehicles in the recall were assigned will receive enough WIN Module Packages to service about 20% of those vehicles.

**Parts Information (Continued)****Dodge Grand Caravan (RT) Models**

**SPECIAL NOTE:** The original “Valet Key” must be transferred from the original FOBK to the new FOBK.

**CAUTION:** If the vehicle is equipped with aftermarket equipment/upfits, such as a Mopar Aftermarket Remote Start kit, sales code XBM will be identified in VIP under “Dealer Installed Equipment”. For these vehicles the WIN part number selected must include XBM as one of the supported sales codes or the installed WIN will NOT provide the aftermarket functionality. Verify the correct WIN usage before installation.

**NOTE:** All of the WIN Module Packages listed below come with two new preprogrammed FOBK's.

<b>CBXZR03HAA</b>	<b>WIN Module Package</b> (with sales code XBM and 5I3 / without JRA)
<b>CBXZR031AA</b>	<b>WIN Module Package</b> (with sales code GXW and 5I3 / without XBM, JRA and YAB)
<b>CBXZR036AA</b>	<b>WIN Module Package</b> (with sales code GXW, JRA, JRC, 5I3 / without XBM and YAB)
<b>CBXZR039AA</b>	<b>WIN Module Package</b> (with sales code GXW, JRA and 5I3 / without XBM, JRC and YAB)
<b>CBXZR03AAA</b>	<b>WIN Module Package</b> (with sales code GXW, XBM, JRA, JRC and 5I3 / without YAB)

Each of the above packages contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Module, Wireless Ignition Node
2	FOBK

**Each dealer** to whom vehicles in the recall were assigned will receive enough WIN Module Packages to service about 20% of those vehicles.

**Parts Return**

Part return may be required for this campaign. Please hold the removed part until the recall warranty claim is paid and review “Return Material Utility” in DealerCONNECT for further instructions.

If part return is required, then print the United Parcel Service (UPS) return label with prepopulated return information. Part return will be sent to PIC Group Inc. in Shelby Township, MI.

If part return is not required, material can be scrapped.

**Special Tools**

The following special tools are required to perform this repair:

- NPN wiTECH VCI Pod Kit
- NPN Laptop Computer
- NPN wiTECH Software

**Special Service Instructions**

All customers will receive two new FOBIK's as part of this recall procedure. If a customer purchased additional FOBIK's and/or SKIM key(s) prior to this recall, all additional **undamaged functioning** FOBIK's and/or SKIM key(s) will be replaced at no charge to the customer.

NOTE: A broken/damaged FOBIK that has been replaced in the past will not be exchanged for a new FOBIK. **Only additional undamaged functioning FOBIK's and/or SKIM key(s) that the customer purchased in the past will be exchanged.**

The customer must present all additional working FOBIK's and/or SKIM key(s) (purchased in the past) at the time the recall is performed to receive credit for any additional FOBIK's and/or SKIM key(s).

Depending on FOBIK and/or SKIM key(s) availability, customers may have to return at a future date to receive any additional FOBIKS.

**Service Procedure****A. Interrogate WIN Module**

1. Electronically interrogate the WIN module using a wiTECH scan tool and the following procedure:
  - a. Connect the wiTECH VCI pod to the vehicle data link connector located under the steering column.
  - b. Place the ignition in the “**RUN**” position.
  - c. Open the wiTECH Diagnostic application.
  - d. Starting at the “**Select Tool**” screen, select the row/tool for the wiPOD device you are using and then select “**Next**”.
  - e. Enter your “**User id**” and “**Password**”, then select “**OK**”.
  - f. Select the “**Finish**” tab at the bottom of the screen.
  - g. From the “**Vehicle View**” screen, click on the “**WCM**” icon.
  - h. Select the “**ECU Details**” tab.
  - i. Read the “**Supplier ID**” line from the list of information.
    - If the Supplier ID information indicates that the vehicle is equipped with a “**Marquardt**” WIN Module, no further action is required. Disconnect the wiTECH scan tool and return the vehicle to the customer.
    - If the Supplier ID information indicates that the vehicle is equipped with a “**Siemens**” or “**Continental**” WIN Module, continue with Step 2 of this procedure.
2. Select the “**Data**” tab.

**Service Procedure (Continued)**

3. From the wiTECH list, **read and record** the tire pressure sensor identification number for each tire location.

**CAUTION:** The tire pressure sensor identification number for each tire location will be installed into the new WIN module. The new WIN module does not have the tire pressure sensor identification numbers programmed into the new WIN module. They must be installed manually using the wiTECH scan tool.

**NOTE:** Use the information below to assist in installing the correct tire pressure sensor identification number to the correct tire location:

- **Tire 1 = Left Front Tire**
  - **Tire 2 = Right Front Tire**
  - **Tire 3 = Right Rear Tire**
  - **Tire 4 = Left Rear Tire**
  - **Tire 5 = Spare Tire**
4. Turn the FOB/K to the “**OFF**” position and remove it from the WIN module.
  5. Remove the wiTECH pod from the vehicle.
  6. Continue with:
    - **For RT models, Section B. WIN Module Replacement.**
    - **For JC models, Section C. WIN Module Replacement.**

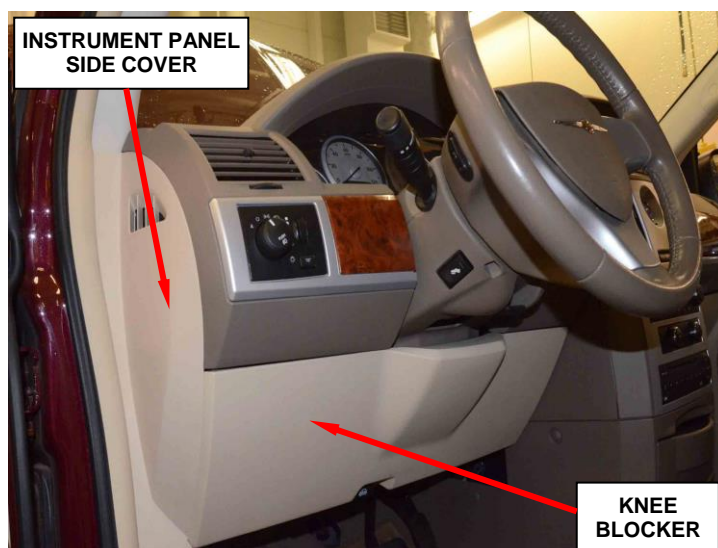
**Service Procedure (Continued)****B. WIN Module Replacement (RT models)**

**SPECIAL NOTE:** Verify that all FOB/K button functions are operational before beginning this service procedure. Note any inoperative FOB/K functions on the work order to prevent any misunderstandings between the customer and the dealership. **The cost to repair any inoperative FOB/K button function(s) is the responsibility of the vehicle owner.**

1. Disconnect and isolate the battery negative cable.

**WARNING:** Wait two minutes for the system reserve capacitor to discharge before performing this service procedure. Failure to do this may result in serious or fatal injury.

2. Remove and save the instrument panel side cover (Figure 1).



**Figure 1 – Instrument Panel Side Cover and Knee Blocker**

3. Remove and save the knee blocker (Figure 1).
4. Remove and save the instrument panel defroster cover located at the base of the windshield.
5. Loosen the set screw and remove the gear shift knob.
6. Remove and save the center stack bezel hood (Figure 2).



**Figure 2 – Center Stack Bezel Hood**



**Service Procedure (Continued)**

7. Remove and save the lower center stack storage bin retaining screws.
8. Slide the lower center stack storage bin rearward, but do not remove it from the vehicle (Figure 3).
9. Remove and save the instrument panel center stack bezel (Figure 4).



**Figure 3 - Center Stack Storage Bin**



**Figure 4 – Center Stack Bezel**

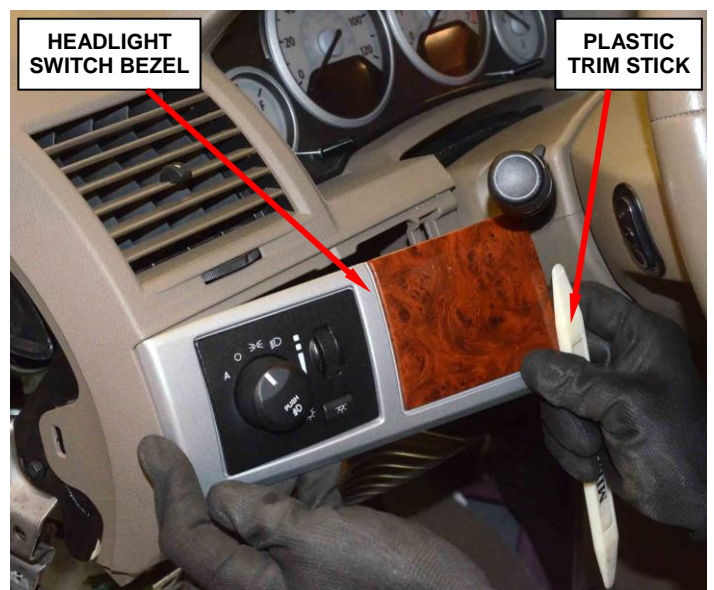
**Service Procedure (Continued)**

10. Using a plastic trim stick, carefully remove and save the WIN module bezel (Figure 5).



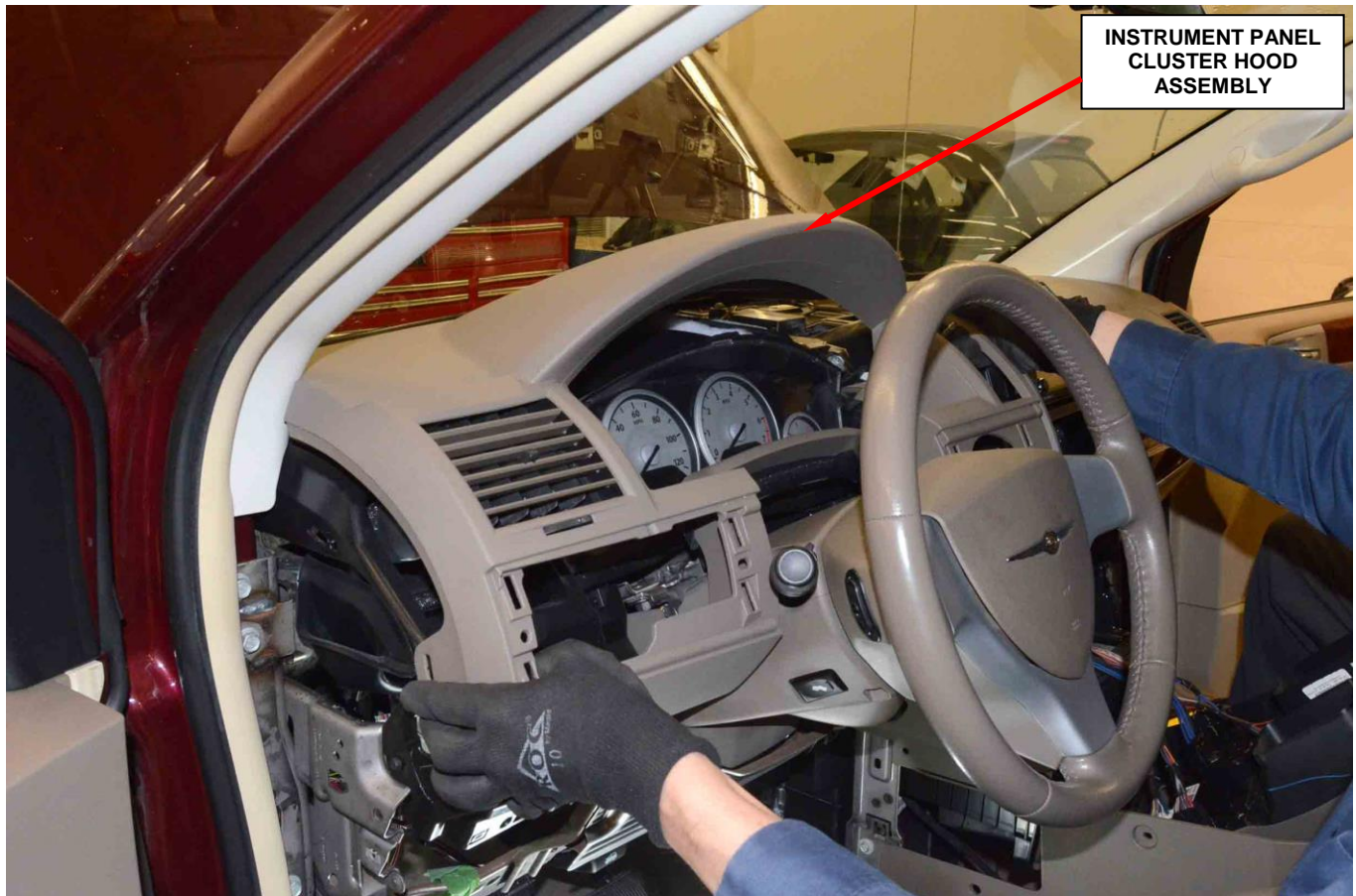
**Figure 5 – WIN Module Bezel**

11. Using a plastic trim stick, carefully remove and save the headlight switch bezel (Figure 6).

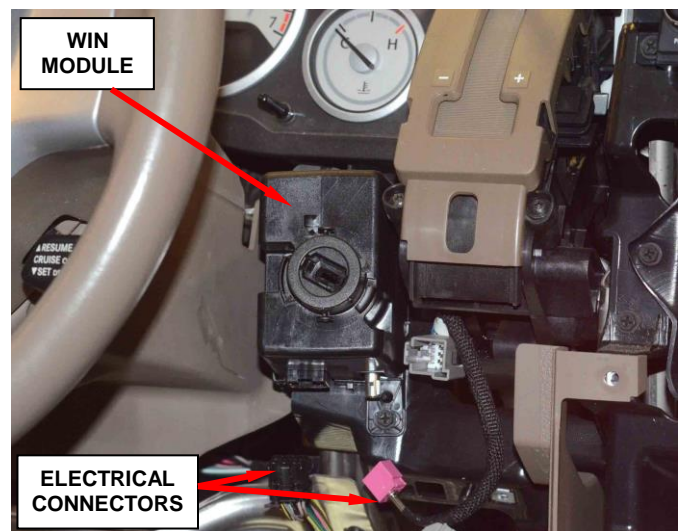


**Figure 6 – Headlight Switch Bezel**



**Service Procedure (Continued)****Figure 7 – Instrument Panel Cluster Hood Assembly**

12. Remove and save the instrument panel cluster hood assembly (Figure 7).
13. Disconnect the electrical connector from the original WIN module (Figure 8).
14. **If equipped**, disconnect coaxial electrical cable connector from the original WIN module.
15. Remove and save the retaining screws from the original WIN module.

**Figure 8 – WIN Module**

**Service Procedure (Continued)**

16. Remove and discard the original WIN module.

**NOTE: A WIN module detent ring may have been previously installed in Recall L25. This detent ring is not to be transferred and/or reused on the new WIN module.**

17. Place the new WIN module into position in the instrument panel and install retaining screws. Tighten retaining screws to 22 in. lbs. (2.5 N·m).
18. Connect the electrical connector to the new WIN module (Figure 8).
19. **If equipped**, connect the coaxial electrical cable connector to new WIN module (Figure 8).
20. Install the instrument panel cluster hood assembly (Figure 7).
21. Install the headlight switch bezel (Figure 6).
22. Install the WIN module bezel (Figure 5).
23. Install the instrument panel center stack bezel (Figure 4).
24. Install the lower center stack storage bin and retaining screws (Figure 3).
25. Install the center stack bezel hood (Figure 2).
26. Install the gear shift knob and tighten the set screw.
27. Install the instrument panel defroster cover.
28. Install the knee blocker (Figure 1).
29. Install the instrument panel side cover (Figure 1).
30. Connect the negative battery cable and tighten the negative cable clamp nut to 45 in. lbs. (5 N·m).
31. Transfer the valet keys from the original FOBIK's to the new FOBIK's.
32. Continue with **Section D. WIN Module Programming (All models)**.

**Service Procedure (Continued)****C. WIN Module Replacement (JC models)**

**SPECIAL NOTE:** Verify that all FOB/K button functions are operational before beginning this service procedure. Note any inoperative FOB/K functions on the work order to prevent any misunderstandings between the customer and the dealership. **The cost to repair any inoperative FOB/K button function(s) is the responsibility of the vehicle owner.**

1. Disconnect and isolate the battery negative cable.

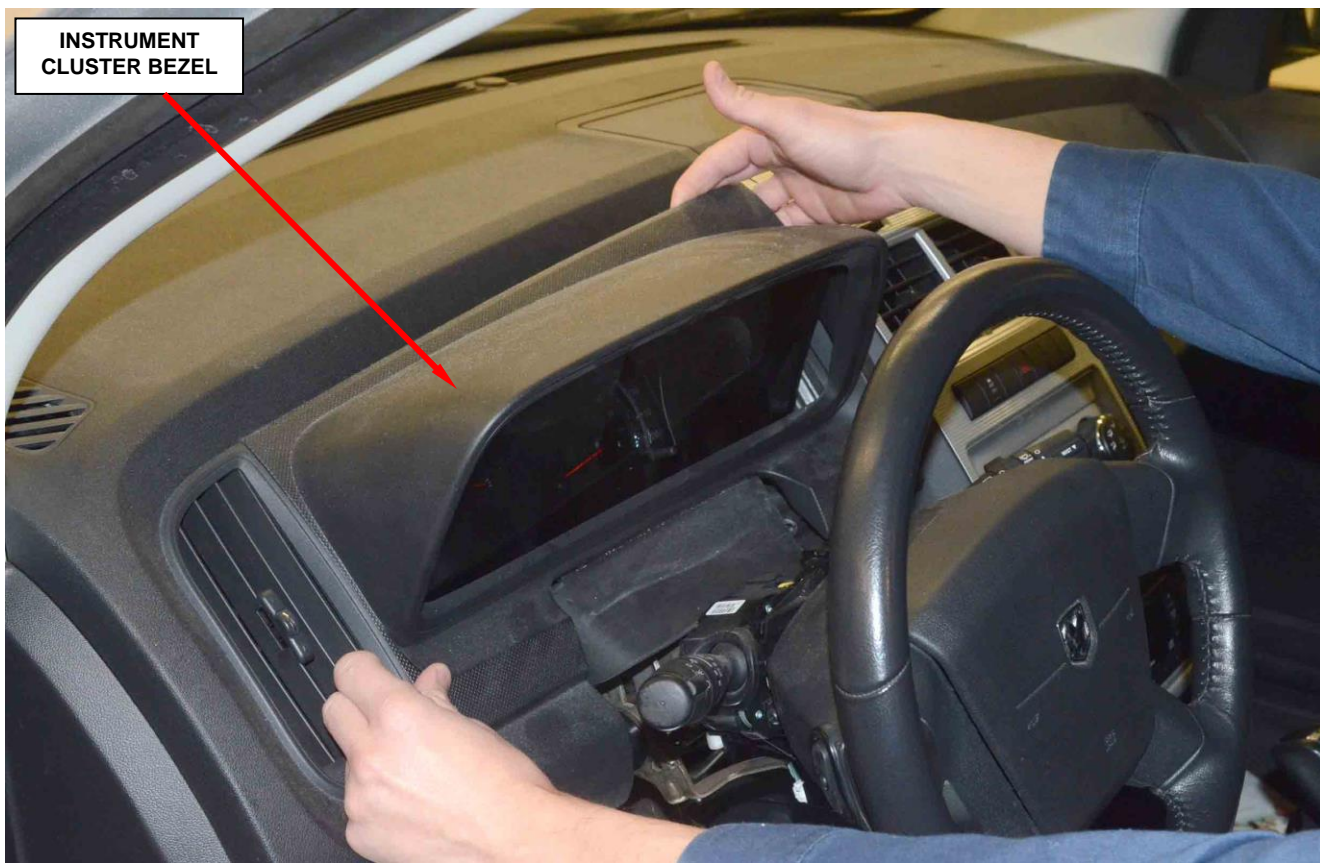
**WARNING:** Wait two minutes for the system reserve capacitor to discharge before performing this service procedure. Failure to do this may result in serious or fatal injury.

2. Remove and save the instrument panel knee blocker panel (Figure 9).
3. Remove and save the knee blocker steel support plate (Figure 9).



**Figure 9 – Knee Blocker Panel and Knee Blocker Steel Support Plate**



**Service Procedure (Continued)****Figure 10 – Instrument Cluster Bezel**

4. Remove and save the upper and lower steering column shroud.
5. Remove and save the instrument cluster bezel (Figure 10).
6. Remove and save the instrument cluster assembly (Figure 11).
7. Disconnect the WIN module electrical connector and the antenna connector from the WIN module.

**Figure 11 – Instrument Cluster Assembly**

**Service Procedure (Continued)**

**Figure 12 – WIN Module Trim Ring**

6. Utilize a trim stick, or equivalent, gently pry WIN module trim ring away from the instrument panel (Figure 12).
7. Remove the lower WIN module attaching screw.
8. Remove the lower WIN module bracket attaching screw.
9. Rotate the WIN module and bracket to assist in removal from the instrument panel.
10. Remove and save the remaining WIN module mounting screws.



**Service Procedure (Continued)****Figure 13 – WIN Module**

11. Remove and discard the original WIN module and detent ring (Figure 13).

**NOTE:** A WIN module detent ring may have been previously installed in Recall L25. This detent ring is not to be transferred and/or reused on the new WIN module.

12. Rotate and position the new WIN module and bracket into the instrument panel opening.
13. Install the lower WIN module bracket attaching screw.
14. Install the lower WIN module attaching screw.



<b>Service Procedure (Continued)</b>
--------------------------------------

15. Install the remaining WIN module mounting screws.
16. **If equipped**, connect the coaxial electrical cable connector to new WIN module.
17. Install the WIN module trim ring (Figure 12).
18. Install the WIN module bracket attaching screw.
19. Install the instrument cluster into the instrument panel (Figure 11).
20. Install the instrument cluster bezel (Figure 10).
21. Install the upper and lower steering column shroud.
22. Install the knee blocker steel support plate (Figure 9).
23. Install the instrument panel knee blocker panel (Figure 9).
24. Connect the negative battery cable and tighten the negative cable nut to 45 in. lbs. (5 N·m).
25. Transfer the valet keys from the original FOBIK's to the new FOBIK's.
26. Continue with **Section D. WIN Module Programming (All models)**.

**Service Procedure (Continued)****D. WIN Module Programming (All models)**

**NOTE:** The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure.

**SPECIAL NOTE:** The original “Valet Key” must be transferred from the original FOBK’s to the new FOBK’s.

**NOTE:** Have the unique vehicle PIN number readily available before running the programming routine.

**CAUTION:** Programming the WIN module is done using the wiTECH diagnostic scan tool and a PIN number to enter secure access mode.

**CAUTION:** If three attempts are made to enter secure access mode using an incorrect PIN, secure access mode will be locked out for one hour. To exit this lockout mode, turn the ignition to the “RUN” position for one hour and then enter the correct PIN number. Be certain that all accessories are turned OFF. Also, monitor the battery state and connect a battery charger if necessary.

1. Connect a battery charger to the vehicle
2. Connect the scan tool to the vehicle.
3. Start a wiTECH session.
4. From the “**Vehicle View**” screen, select “**WCM**”.
6. Select the “**Miscellaneous Functions**” tab.
7. Select “**WIN Replaced**”.
8. Follow the wiTECH screen prompts to complete the WIN module programming.
9. Enter the PIN number when prompted.
10. Cycle the ignition after routine completion.

**Service Procedure (Continued)**

11. Return to the “Miscellaneous Functions” tab screen.

12. Select “PCM Replaced”.

**NOTE:** The wiTECH scan tool will display the following message:

***“IMPORTANT!!! Use this function ONLY when the PCM has been replaced. WARNING!!! Running "PCM Replaced" in any other case may cause the loss of valid secret key information in the PCM, which will require cutting and programming of new keys!!!”***

**Disregard the above message displayed on the wiTECH scan tool and click on the “Continue” button.**

13. Follow the wiTECH screen prompts to complete the PCM Replace Routine.

**NOTE:** If the PCM Replace routine fails after this step re-run the PCM replace routine only, not the entire sequence.

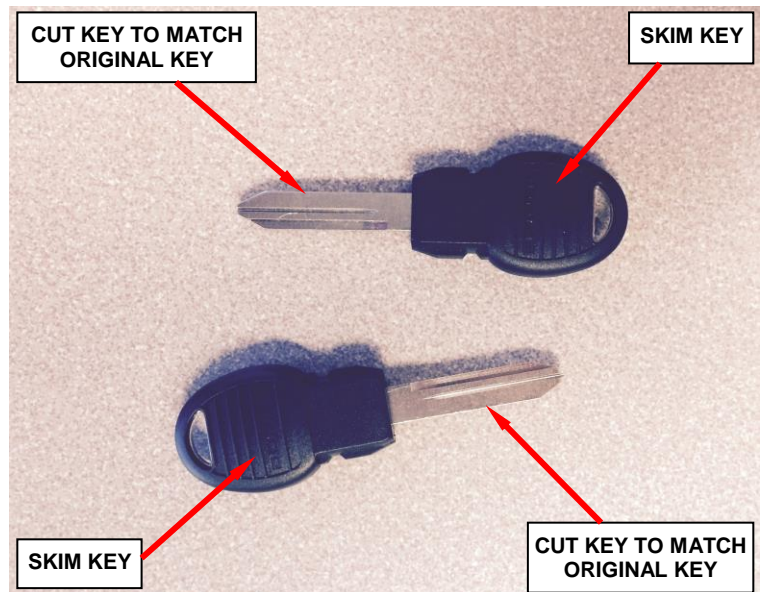
14. Enter the PIN number when prompted.

15. **For JC Models equipped with SKIM keys**, continue with **Section E. Program SKIM Keys**.

16. Continue to **Section F. Program Tire Pressure Monitor (TPM) System**.

**Service Procedure (Continued)****E. Program SKIM Keys (JC Models with SKIM Keys Only)**

1. Cut the new SKIM keys so that they match the original key configuration (Figure 14).
2. Have a unique vehicle PIN readily available before running the routine.
3. Ignition key should be in “**RUN**” position.
4. Select “**ECU View**”.
5. Select “**WIN Wireless Control**”.

**Figure 14 – SKIM Keys**

6. Select “**Miscellaneous Functions**”.
7. Select “**Program Ignition Keys or Key FOBs**”, then select “**Start**”.
8. Enter the PIN when prompted.
9. Verify the correct information.
10. Cycle ignition key after the successful routine completion.
11. Continue to **Section F. Program Tire Pressure Monitor (TPM) System**.

**Service Procedure (Continued)****F. Program Tire Pressure Monitor (TPM) System**

1. Use the following procedure to enter the Tire Pressure Sensor (TPS) identification numbers for each tire location:
  - a. From the “**Vehicle View**” screen select the “**WCM**” icon.
  - b. Select the “**Miscellaneous Functions**” tab.
  - c. Select one location from the list and install the TPS identification number by following the wiTECH prompts.
  - d. Repeat Step 1c. until all tire location have their TPS sensor identification number programmed into the WIN module.

**NOTE: Use the information below to assist in installing the correct tire pressure sensor identification number to the correct tire location:**

- **Tire 1 = Left Front Tire**
  - **Tire 2 = Right Front Tire**
  - **Tire 3 = Right Rear Tire**
  - **Tire 4 = Left Rear Tire**
  - **Tire 5 = Spare Tire**
2. With the scan tool, select “**Miscellaneous Functions**” tab in the WCM icon screen.

**Service Procedure (Continued)**

3. Verify and/or program the Placard Pressure Values into the WIN using the following procedure:
  - a. Go to the “**WCM View**” screen.
  - b. Select the “**Data**” tab.
  - c. Read and record the “**Max Load Inflation Pressure - Front** and “**Max Load Inflation Pressure - Rear**” and confirm the values match the Tire Inflation Pressure (Placard) label.
  - d. Return to the “**Vehicle View**” screen.
  - e. Select “**Totally Integrated Power Module Gate Way (TIPMGW)**” icon.
  - f. Select the “**Data**” tab.
  - g. Read the “**Tire Placard Pressure – Front**” and “**Tire Placard Pressure – Rear**” to confirm the values were programmed correctly.

**NOTE: If the pressure values are incorrect in the WIN module, select the Totally Integrated Power Module Gate Way (TIPMGW), then under “Miscellaneous” select “Update Pressure Threshold” and enter the placard pressure value as seen on the Tire Inflation Pressure (Placard) label.**
4. Using the wiTECH scan tool, erase all DTCs.
5. Perform 5 ignition key cycles, leaving the key on for at least 90 seconds per cycle.
6. Remove the wiTECH scan tool and return the vehicle to the customer.

<b>Completion Reporting and Reimbursement</b>
---

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

Use the following labor operation number and time allowance:

	<b><u>Labor Operation Number</u></b>	<b><u>Time Allowance</u></b>
Interrogate the original WIN Module	08-R0-31-81	0.2 hours
Interrogate the original WIN Module and replace the WIN module and FOBIC's (includes programming new WIN module)	08-R0-31-82	
(JC) Dodge Journey		0.7 hours
(RT) Dodge Grand Caravan / Chrysler Town & Country		0.8 hours

**Related Operation**

Exchange customer purchased additional FOBIC's (includes programming up to 6 FOBIC's)	08-R0-31-50	0.2 hours
Cut and Program SKIM keys	08-R0-31-51	0.2 hours

**NOTE: This related labor operation should only be used when a customer has additional undamaged functioning FOBIC's that were purchased by the customer in the past.**

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

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

<b>Dealer Notification</b>
----------------------------

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.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

**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



## IMPORTANT SAFETY RECALL

R03 / NHTSA 14V-373

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

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

Dear: (Name)

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain **2009 and 2010 model year Dodge Journey and 2008 through 2010 model year Dodge Grand Caravan and Chrysler Town & Country vehicles. This safety recall replaces Safety Recall L25. This recall must be performed even if Safety Recall L25 has been previously performed on your vehicle.**

***The problem is...*** The Wireless Ignition Node (WIN) Module on your vehicle may have unintentional movement of the Frequency Operated Button Ignition Key (FOBIK) from the “ON” to the “Accessory” position while driving. This could cause unintended engine shut off and increase the risk of a crash.

***What your dealer will do...*** FCA will repair your vehicle free of charge. To do this, your dealer will replace the WIN module and two FOBIK’s. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

***What you must do to ensure your safety...*** Simply **contact your Chrysler, Jeep, Dodge or RAM dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

**NOTE: You will receive two new FOBIK’s as part of this recall procedure. If you purchased additional FOBIK’s in the past, they will also be replaced. Please bring in all FOBIK’s to receive an equal number of replacement FOBIK’s. FOBIK’s that were replaced in the past due to damage will not be exchanged. Depending on FOBIK availability, you may have to return at a future date to receive any additional FOBIK’s.**

***If you need help...*** If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either **recalls.mopar.com** or 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to **recalls.mopar.com**.

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 or you can mail 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.** Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you’ve had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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**.

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

Customer Services / Field Operations  
FCA US LLC

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