





# Dealer Recall Communication Guide 2016

Includes Press Release Communications  
and Estimated Timing for Recall Release

# MANAGING RECALLS AND CUSTOMER COMMUNICATION:

-  Press Release Communications
-  Estimated Timing for Recall Release

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Recall/Action	Population
N45 Rear Structural Reinforcement	1993-1998 (ZJ) Jeep® Grand Cherokee
N46 Rear Structural Reinforcement	2002-2007 (KJ) Jeep Liberty

#### CUSTOMER VERBIAGE

“FCA US and NHTSA have signed a Consent Agreement which includes a trade assist and a recall completion incentive for certain eligible vehicles that are included in recalls N45 and N46. This only includes vehicles that have not yet been repaired under these recalls.”

“Vehicles that have already been repaired under N45 and N46 are not eligible for trade assist or recall completion incentive. If you have already have had your vehicle repaired, no action is required at this time.”

“Customers who have not had their vehicles remedied will be offered a \$100 gift card to have the N45 or N46 recall repair performed.”

“Owners with the N45 recall may, in lieu of having the recall repair performed, trade in the vehicle and receive a trade-in incentive of \$1,000 over the fair-market value of the vehicle, the combined total of which will be credited toward the purchase of another FCA US vehicle or FCA US parts or service.”

“This offer will be extended to current owners, regardless of position of ownership (including second owner, third owner, etc.)”

#### ADDITIONAL INSTRUCTIONS & REFERENCE

For customers selecting the recall completion incentive, dealer must provide customer with a copy the Repair Order. Customer will be able to complete/retrieve the Prepaid Card Redemption Form via [www.myjeepauto.com](http://www.myjeepauto.com) website, or by contacting the FCA Recall Resolution Team at 866-814-1480. Dealership can also provide the Redemption Form from DealerConnect within the Service Tab > Repair Information section. Customers are eligible for Prepaid Card if recall repair was completed on or after July 24, 2015.

For customers selecting the trade-in incentive, refer to the Incentive Rules for Program N45 Recall Trade-In Bonus Cash (39CGK).

**Note:** Attempt to refrain from using the terms 'repurchase' and 'trade-in' interchangeably as they are not the same. The trade-in incentive is an option that provides the ability for the owner to 'trade' their vehicle and use the dollar value towards either the purchase/lease of a new FCA US vehicle or FCA US parts and services.

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*



Recall/Action	Population
P41 Ignition Switch Performance	2005-07 Jeep® Grand Cherokee 2006-07 Jeep Commander

### CUSTOMER VERBIAGE

“FCA has decided that a defect, which relates to motor vehicle safety, exists in 2005-07 Jeep Grand Cherokee and 2006-07 Jeep Commander vehicles.”

“These vehicles may experience an unintended change in ignition switch position while driving which may result in loss of engine power, power steering and braking assist, increasing the risk of a crash and disabling one or more of the vehicle’s safety features, including the frontal airbags.”

“Preliminary investigation suggests an outside force, usually attributed to contact with the driver’s knee, may move ignition keys from the “On” position.”

“FCA is unaware of any related injuries. The company is aware of a single reported accident, and a relatively small number of complaints involving 0.015% of the subject vehicle population.”

“**Parts to perform this recall repair are now available.** Affected owners were sent final notifications, by mail, in October 2015.”

“Until this repair is completed, the vehicle can be driven. In the meantime, it is very important that drivers adjust their seat to allow clearance between the driver’s knee and the ignition key, and remove all items from their key ring, leaving only the vehicle key.”

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** Should a dealership require assistance procuring recall repair part(s), above and beyond their Campaign ARO allotment (in case of VOR, etc.), please contact Parts Expediting using a web request. You must provide a VIN. **Do not call or refer the customer to call CAC for parts assistance.**

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*



Recall/Action	Population
P57 Ignition Switch Performance	2008 (WK) Jeep® Grand Cherokee 2008 (XK) Jeep Commander 2008 (LX) Chrysler 300, Dodge Charger Magnum

### CUSTOMER VERBIAGE

“Some of the above vehicles may experience a Frequency Operated Button Ignition Key (FOBIK) that may stick between the “START” and “RUN” position. This may result in the loss of certain electrical features.”

“A FOBIK that is stuck between the “START” and “RUN” position while driving could experience an unintended change in ignition switch position to the “OFF” or “ACCESSORY” position. FOBIK ‘spring back’ to the “OFF” or “ACCESSORY” ignition position may result in the loss of certain electrical features and/or a loss of engine power, power steering assist, and/or power brake booster assist. The loss of any of these features could increase the risk of crash under certain driving conditions. FOBIK ‘spring back’ may also cause the disabling of one or more of the vehicle’s safety features, including the frontal airbags.”

“Parts to perform this recall repair are now available. Affected owners were sent final notifications, by mail, in August 2015. “

“Until this repair is completed, the vehicle can be driven. It is very important that the driver verify that the FOBIK returns to the “RUN” position after starting the vehicle. As a supplementary precaution, customers are advised to detach their ignition keys from key rings and other keys.”

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** Should a dealership require assistance procuring recall repair part(s), above and beyond their Campaign ARO allotment (in case of VOR, etc.), please contact Parts Expediting using a web request. You must provide a VIN. **Do not call or refer the customer to call CAC for parts assistance.**

**Note:** 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 recall repair part selected must include XBM as one of the supported sales codes, else the part installed will NOT provide the aftermarket functionality. Verify the correct pat number before installation.

A Dealer Technical Advisory was released on 10/30/15 advising dealerships not to perform this recall on right-hand drive (RHD) vehicles until further notice. Presently there are no parts available to perform the recall on the above mentioned vehicles. FCA is working with suppliers to get these unique parts as quickly as possible.

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*



Recall/Action	Population
R03 (replaces L25) Wireless Ignition Node (WIN) Module	2009-2010 (JC) Dodge Journey 2008-2010 (RT) Chrysler Town & Country 2008-2010 (RT) Dodge Grand Caravan

### CUSTOMER VERBIAGE

“FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2009 and 2010 model year Dodge Journey vehicles, as well as certain 2008 through 2010 model year Dodge Grand Caravan and Chrysler Town & Country vehicles.”

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

“FCA will repair affected vehicles free of charge. To do this, a Chrysler, Jeep®, Dodge or RAM dealer will replace the WIN module and two FOBIKs. The work will take about one hour to complete.”

“**Parts to perform this recall repair are available**, Affected owners were sent final notifications, by mail, in May 2015.”

“Until this repair is completed, the vehicle can be driven. However, as a precaution, drivers are advised to remove all objects from the FOB key - including additional keys, key chains, etc. - and ensure that the FOB key is securely and correctly aligned in the “On” position, and not aligned between the “On” and “Accessory” position before driving the vehicle.”

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** Safety Recall R03 replaces Safety Recall L25, and must be performed even if the L25 recall repair has been previously performed on an affected vehicle.

**Note:** Should a dealership require assistance procuring recall repair part(s), above and beyond their Campaign ARO allotment (in case of VOR, etc.), please contact Parts Expediting using a web request. You must provide a VIN. **Do not call or refer the customer to call CAC for parts assistance.**

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*



Recall/Action	Population
R06 ORC Module/Filter	2002-03 Jeep® Liberty 2002-04 Jeep Grand Cherokee 2003-04 Dodge Viper

### CUSTOMER VERBIAGE

“FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2002 and 2003 model year Jeep Liberty models; 2002 through 2004 model year Jeep Grand Cherokee models; and 2003 and 2004 model year Dodge Viper models.”

“The airbag system Occupant Restraint Control (ORC) module on your vehicle may experience a front airbag and/or seatbelt pretensioner inadvertent deployment. An inadvertent deployment while driving could distract the driver and cause a crash without warning.”

“Safety Recall R06 will upgrade a repair performed as part of a 2012 recall (M35 or N13). In that action, a filter was installed to ensure proper function of a potentially-faulty ORC module supplied to FCA US and two other vehicle manufacturers.”

“FCA is aware of only a small number of minor injuries, involving 0.0002% of the subject vehicle population.”

Due to a constrained supply of R06 ORC modules, the final remedy and owner notification for this campaign will be launched in two phases. Owners residing in Florida, Georgia, Alabama, Mississippi, Louisiana, Texas, Tennessee, Hawaii and Guam will receive final recall notification the week of December 29, 2015. Owners in all other US states will receive final notification at a later date.

An initial distribution of R06 ORC modules will be allocated to all US dealers starting December 23, 2015. Dealers located in phase one states will receive a larger initial parts distribution to service owners receiving the final recall notification.

Parts will be under ARO Campaign control initially. Dealers who require additional parts to service customers should review the Campaign Parts Expediting Web Request process.

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** If customer still has recall M35 or N13 in "OPEN" status, please schedule a service appointment to perform the repair. If customer already had M35 or N13 repairs completed, R06 repair must still be completed once parts become available.

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*



Recall/Action	Population
R09 Fuel Pump Relay	2012-13 (WD) Dodge Durango 2012-13 (WK) Jeep® Grand Cherokee

#### CUSTOMER VERBIAGE

“FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2012 and 2013 model year Dodge Durango and Jeep Grand Cherokee vehicles.”

“The Totally Integrated Power Module (TIPM) on affected vehicles contains an internal fuel pump relay that could operate intermittently or fail without warning.”

“FCA will repair your vehicle free of charge (parts and labor). To do this, we will install an external fuel pump relay. The work will take about one hour to complete.”

“Parts to perform this recall repair are available. Affected owners were sent final notifications, by mail, in August 2015.”

#### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** Many vehicles within subject VIN population may have already had fuel pump relay repairs and/or had TIPM replaced, using good known parts, and, therefore, have been excluded from the Safety Recall R09 recall.

**Note:** Should a dealership require assistance procuring recall repair part(s), above and beyond their Campaign ARO allotment (in case of VOR, etc.), please contact Parts Expediting using a web request. You must provide a VIN. **Do not call or refer the customer to call CAC for parts assistance.**

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*





Recall/Action	Population
R13 Clutch Interlock Switch	2006 Jeep® Liberty 2006 Jeep Wrangler 2006 Dodge Viper

#### CUSTOMER VERBIAGE

“FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2006 model year Jeep Liberty, Jeep Wrangler and Dodge Viper vehicles equipped with a manual transmission.”

“The action follows an investigation by FCA US engineers that discovered these vehicles are equipped with switches that contain a certain type of wire implicated in a previous campaign. The clutch interlock switch on your vehicle may contain a return spring that fatigues. A fatigued clutch interlock switch return spring could allow the driver to engage the engine starter motor without the clutch pedal being depressed. Engaging the engine starter motor with the transmission in gear and the clutch engaged could result in unintended vehicle movement and cause a crash without warning.”

“FCA is unaware of any accidents or injuries related to this issue.”

“FCA will replace your clutch ignition interlock switch free of charge.”

**“Parts to perform this recall repair are available. Affected owners were sent final notifications, by mail, in August 2015.”**

#### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** Should a dealership require assistance procuring recall repair part(s), above and beyond their Campaign ARO allotment (in case of VOR, etc.), please contact Parts Expediting using a web request. You must provide a VIN. **Do not call or refer the customer to call CAC for parts assistance.**

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*



Recall/Action	Population
R25 Driver Airbag Inflator	2004-2008 (HB) Dodge Durango 2004-2008 (DR) Dodge RAM 1500/2500/3500 Pickup 2005-2009 (DH) Dodge RAM 1500/2500/3500 Pickup 2005-2010 (LX) Chrysler 300/Dodge Charger/Dodge Magnum 2005-2011 (ND) Dodge Dakota 2006-2007 (L2) Chrysler 300 2006-2008 (LE) Chrysler 300 2006-2009 (D1) Dodge RAM 3500 Pickup 2007-2008 (HG) Chrysler Aspen 2007-2009 (DC) Dodge RAM 3500 Cab Chassis 2008-2010 (DM) Dodge RAM 4500/5500 Cab Chassis

**CUSTOMER VERBIAGE**

“The driver airbag inflator housing in your vehicle may rupture, due to excessive internal pressure, during normal airbag deployment events. This condition is more likely to occur if your vehicle has been exposed to high levels of absolute humidity for extended periods of time. An inflator rupture, during airbag deployment events, could result in metal fragments striking and potentially seriously injuring the vehicle occupants.”

“This action supersedes ongoing NHTSA-approved recalls (P40, P81) involving the same vehicles. Inflators replaced in connection with the previous campaign(s) will again require service.”

“Repairs are being prioritized by geographic location and vehicle age. **There will be five stages of final owner notification mailings based on geographic location and vehicle age. When you do receive your Final Notification, please contact your Chrysler, Jeep, Dodge or RAM dealership and schedule an appointment to have repairs performed.**”

“FCA will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace your driver airbag inflator. The work will take up to 1 hour to complete.”

“FCA US is unaware of any related injuries or accidents involving the newly affected vehicles, and of only one injury related injury to the prior campaign(s). It involved a 2006 Dodge Charger and occurred in southern Florida, where there is high absolute humidity.”

“FCA US vehicles are no longer produced with either suspect inflator. These components also are distinct from Takata inflators cited in fatalities involving other auto makers.”

**ADDITIONAL INSTRUCTIONS & REFERENCE**

**Note:** Should a dealership require assistance procuring recall repair part(s), regardless of geographic location, above and beyond their Campaign ARO allotment (in case of VOR, etc.), please contact Parts Expediting using a web request. You must provide a VIN. Do not call or refer the customer to call CAC for parts assistance.

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*



Recall/Action	Population
R26 Passenger Air Bag Inflator	2003 Dodge Ram 1500/2500/3500

### CUSTOMER VERBIAGE

“FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2003 model year Dodge RAM 1500/2500/3500 trucks.”

“The passenger airbag inflator housing in your vehicle may rupture, due to excessive internal pressure, during normal airbag deployment events. This condition is more likely to occur if your vehicle has been exposed to high levels of absolute humidity for extended periods of time. An inflator rupture, during airbag deployment events, could result in metal fragments striking and potentially seriously injuring the vehicle occupant(s).”

“Affected owners were notified, by mail, the week of June 15, 2015.”

“FCA intends to repair your vehicle free of charge (parts and labor). However, **the parts required to provide a permanent remedy for this condition are currently not available.** FCA is making every effort to obtain these parts as quickly as possible. FCA will contact you again by mail, with a follow-up recall notice, when the remedy parts are available. **Our current ETA for this final notification is late Q1 2016.**”

“FCA US is unaware of any related injuries or accidents involving these affected vehicles, and of only one injury related injury to prior campaign(s). It involved a 2006 Dodge Charger and occurred in southern Florida, where there is high absolute humidity.”

“FCA US vehicles are no longer produced with either suspect inflator. These components also are distinct from Takata inflators cited in fatalities involving other auto makers.”

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *If customer still has recall P40 or P78 in "OPEN" status, please schedule a service appointment to perform the repair(s). If customer already had P40 or P78 completed, R26 repair must still be completed once parts become available.*

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*



Recall/Action	Population
R27 Power Liftgate Control Module	2014-15 (KL) Jeep® Cherokee

### CUSTOMER VERBIAGE

“FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2014 and 2015 model year Jeep Cherokee vehicles. This campaign is limited to vehicles equipped with power liftgates.”

“The power liftgate control module on your vehicle may experience a corrosion induced high resistance short circuit in the power liftgate control module electrical connector(s). The power liftgate control module electrical connector(s) could allow water intrusion and cause the module to become inoperative and/or cause a fire.”

“FCA intends to repair your vehicle free of charge (parts and labor). If the modules show signs of water exposure, they will be replaced. **Parts to perform this recall repair are available. Affected owners will be sent final notifications, by mail, the week of October 25, 2015.**”

“Until this repair is completed, the vehicle can be driven. However, as a precaution, the cargo areas of 2014-15 Jeep Cherokee vehicles equipped with power liftgates should be monitored and kept dry.”

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** Should a dealership require assistance procuring recall repair part(s), above and beyond their Campaign ARO allotment (in case of VOR, etc.), please contact Parts Expediting using a web request. You must provide a VIN. **Do not call or refer the customer to call CAC for parts assistance.**

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*



Recall/Action	Population
R30 Passenger Sun Visor	2001-05 Chrysler Sebring 2001-05 Dodge Stratus

### CUSTOMER VERBIAGE

“FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2001 through 2005 model year Chrysler Sebring and Dodge Stratus vehicles.”

“The passenger sun visor on your vehicle may come in contact with the passenger side airbag during an airbag deployment event if the sun visor is in the lowered position. Depending on the downward angle of the sun visor, the force of the airbag could detach the sun visor from its mount, propelling it rearward towards the passenger seat. This could increase the risk of injury to front seat passengers during an airbag deployment.”

“Affected owners were notified by mail, in July 2015.”

“FCA intends to repair your vehicle free of charge (parts and labor). However, **the parts required to provide a permanent remedy for this condition are currently not available.** FCA is making every effort to obtain these parts as quickly as possible. FCA will contact you again by mail, with a follow-up recall notice, when the remedy parts are available. **Our current ETA for this final notification is January 18, 2016.**”

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*



Recall/Action	Population
R32 Engine Beauty Cover	2011-15 Dodge Journey

### CUSTOMER VERBIAGE

“FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2011 through 2015 model year Dodge Journey vehicles.”

“Vehicles equipped with six-cylinder engines are not affected.”

“The engine beauty cover on your vehicle may detach from the engine and come in contact with the catalytic converter. If the engine beauty cover remains in contact with the catalytic converter, under hood smoke and/or a fire may occur without warning.”

“This condition was discovered during an FCA US investigation of three incidents in Chile. In each case, the vehicle had been driven extensively on unpaved or uneven surfaces. The Company is aware of a single related injury, described as minor.”

“Affected owners were notified by mail, beginning week of August 14, 2015.”

“FCA intends to repair your vehicle free of charge (parts and labor). Your engine cover will be replaced. **Parts to perform this recall repair are available. Affected owners will be sent final notifications, by mail, in the coming weeks.**”

“Indicators of a loose engine cover may include noise from the vehicle's engine compartment, a burning odor and/or a warning light in the instrument cluster. Customers who experience these events are advised to contact their dealer immediately.”

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** Should a dealership require assistance procuring recall repair part(s), above and beyond their Campaign ARO allotment (in case of VOR, etc.), please contact Parts Expediting using a web request. You must provide a VIN. **Do not call or refer the customer to call CAC for parts assistance.**

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*



Recall/Action	Population
R39 Body Control Module	2014 Jeep® Cherokee

### CUSTOMER VERBIAGE

“FCA US LLC is recalling an estimated 158,671 Jeep Cherokee SUVs in the U.S. to help protect their control modules from static buildup that may potentially disable the vehicles’ windshield wipers.”

“An investigation by FCA US discovered static buildup may occur if the vehicles’ windshield wipers are activated during dry conditions. Significant static buildup may affect a control module that powers the wipers.”

“The Company is unaware of any related injuries or accidents.”

“Affected customers were notified, by mail, in September 2015.”

“FCA intends to repair your vehicle free of charge (parts and labor). **Parts to perform this recall repair will be available the week of December 14, 2015. Affected owners will be sent final notifications, by mail, the week of December 14, 2015.**”

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*



Recall/Action	Population
R40 Uconnect Software Update	2013-2015 RAM trucks and chassis cabs 2014-2015 Jeep® Grand Cherokee 2014-2015 Jeep Cherokee 2014-2015 Dodge Durango SUVs 2015 Chrysler 200 2015 Chrysler 300 2015 Dodge Charger 2015 Dodge Challenger

### CUSTOMER VERBIAGE

“FCA US LLC is conducting a voluntary safety recall to update software in approximately 1.4 million vehicles equipped with 8.4-inch touchscreen media centers.”

“It is important to note that FCA US has applied network-level security measures to prevent the type of remote manipulation demonstrated in a recent media report. These measures - which required no customer or dealer actions - block remote access to certain vehicle systems and were fully tested and implemented within the cellular network on July 23, 2015.”

\*Translation: Even if customer has not yet had software update performed, what was demonstrated in the widely-reported ‘hacking’ video is no longer possible

“FCA is unaware of any injuries related to software exploitation, nor is it aware of any related complaints, warranty claims or accidents - independent of the media demonstration.”

**“Customers with vehicles included in this recall received notification and instructions in August or September 2015, on how to upgrade vehicle software, which provides additional security features independent of the network-level measures. Customers can also visit [www.driveuconnect.com/software-update/](http://www.driveuconnect.com/software-update/), input their Vehicle Identification Number (VIN), and download and install the software themselves.”**

**“We can also perform the software upgrade at our dealership.”**

“As a precaution, Wi-Fi services have been suspended for affected customers that have not yet performed the software update. In order to restore Wi-Fi services, the software update must be performed.”

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*





Recall/Action	Population
R42 Body Control Module	2013-15 (PF) Dodge Dart

### CUSTOMER VERBIAGE

“FCA US LLC is recalling an estimated 23,688 cars in the U.S. to replace certain control modules and mounting brackets that may contribute to a loss of motive power.”

“An FCA US investigation prompted by a small number of warranty claims discovered a control-module mounting bracket may apply too much force and disrupt the function of a circuit board within the module. This condition, unique to certain cars equipped with dual dry-clutch transmissions (DDCT), may cause the transmission to shift into neutral. However, the engine remains on and the vehicle's air-bags, as well as other safety features, are unaffected.”

“The condition may also be preceded by the illumination of a dashboard warning light. Customers who observe this are urged to contact their dealers. The Company is unaware of any related injuries or accidents.”

**“Parts to remedy this condition are available. Affected owners were notified, by mail, beginning the week of January 11, 2016.”**

“FCA will repair your vehicle free of charge. To do this, your dealer will replace the TCM and TCM mounting bracket. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.”

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*



## Handling Customer Inquiries for Safety Recall **R46** – Front Suspension Track Bar Frame Bracket

R46 | January 2016



Recall/Action	Population
R46 Front Suspension Track Bar Frame Bracket	2013-14 RAM Heavy Duty Trucks

### CUSTOMER VERBIAGE

“FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 and 2014 model year 2500/3500 series RAM trucks and 3500 series RAM cab chassis trucks.”

“Some of the above vehicles may have a front suspension track bar frame bracket that was improperly welded during the manufacturing process. The front suspension track bar frame bracket welds may break and allow the front suspension track bar frame bracket to separate from the frame rail. A separated front suspension track bar frame bracket will cause diminished steering response and could cause a crash without warning.”

**“The Company is unaware of any related injuries, and of only a single minor accident related to the condition.”**

“FCA will repair affected vehicles free of charge (parts and labor). These vehicle must have the front suspension track bar bracket inspected for cracked welds. The inspection of the welds will take less than ½ hour.

**“Vehicles with track bar brackets found without cracked welds will be returned to the customer.** A track bar reinforcement bracket - which is not currently available - will eventually be installed. **FCA is making every effort to manufacture and secure these remedy parts as quickly as possible. The current ETA for these parts and repairs is February 2016 for vehicles with four-wheel drive, and April 2016 for 4x2 vehicles. FCA will contact these customers again, by mail, with a follow-up recall notice, when their parts are available.”**

“If you experience ANY steering wheel misalignment after your first inspection, please contact your dealer immediately to have your front suspension components inspected again.”

“Track bar brackets found with cracked welds will have new track bar brackets welded to the frame. The repair will take 8 hours to complete. The vehicle may need to be held for several days until the welding team can be dispatched to your dealer. **We will provide you with a loaner vehicle until all repairs are complete.** Welding new brackets to the frame will remedy the condition and you will **NOT** be contacted again by FCA regarding this issue.”

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*



Recall/Action	Population
R57 Air Conditioning Hose	2015 (KL) Jeep® Cherokee

### CUSTOMER VERBIAGE

“FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 model year Jeep® Cherokee vehicles equipped with a 2.4L engine.”

“The Air Conditioning (A/C) hose on affected vehicles may have been misrouted during the manufacturing process. The A/C hose may come in contact with the engine exhaust manifold. Prolonged A/C hose contact with the engine exhaust manifold may result in a leak of the A/C refrigerant and/or A/C refrigerant oil. A/C refrigerant oil on a hot exhaust manifold could result in underhood smoke and/or an engine compartment fire.

“Affected owners will be notified, by mail, beginning the week of November 23, 2015.”

“FCA will repair affected vehicles free of charge (parts and labor). To do this, we will inspect the A/C hose routing and, if required, replace the A/C hose. The A/C hose inspection will take less than ½ hour. (If the hose requires replacement, an additional two hours will be needed.) If inspection determines that A/C hose replacement is required and the vehicle must be held overnight, FCA will provide alternate transportation.”

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** It is expected that less than 1000 vehicles globally will require replacement of the A/C hose (part number [68103259AE](#)). Dealers will not receive automatic allocation of this part through Campaign ARO and should NOT order this part unless vehicle is known to have an actual need due to confirmation of misrouting of the A/C hose. As this part will not be required for most vehicles, **this part will be non-returnable.**

**Note:** It is expected that less than a few hundred vehicles globally will require replacement of the A/C condenser (part number [52014775AB](#)). Dealers will not receive automatic allocation of this part through Campaign ARO and should NOT order this part unless vehicle is known to have an actual need due to confirmation of both misrouting of the A/C hose and loss of refrigerant. As this part will not be required for most vehicles, **this part will be non-returnable.**

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*



Recall/Action	Population
R59 Left Rear Axle Shaft	2015-16 (DS) RAM 1500

*This recall applies only to the above vehicles built at the Warren Truck Assembly Plant (“S” in the 11th VIN Position) from June 17, 2015 through September 17, 2015, or at the Saltillo Assembly Plant (“G” in the 11th VIN Position) built from June 17, 2015 through September 28, 2015.*

### CUSTOMER VERBIAGE

“FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 and 2016 RAM 1500 trucks.”

“The left rear axle shaft on these trucks may not have been heat treated properly at the axle shaft bearing journal. An improperly heat treated axle shaft may cause the bearing to create a grinding noise during operation, illuminate the Anti-Lock Brake System (ABS) warning lamp, and eventually an axle shaft fracture. If the axle shaft fractures, wheel separation from the vehicle may occur. This could cause a crash without warning, injure pedestrians and/or damage property.”

**“Parts to remedy this condition are available. Affected owners were notified, by mail, beginning the week of November 23, 2015.”**

“FCA will repair affected vehicles free of charge (parts and labor). To do this, we will inspect the left rear axle shaft and replace the axle shaft or the axle assembly as required. The work will take about 1.5 hours to inspect/replace the axle shaft. An additional 3 hours will be required if the axle assembly requires replacement. If inspection determines that the axle assembly requires replacement, we will provide alternate transportation.”

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** GOP Restriction for PN 06036671AA is currently 200pcs every 30 days. Dealer can still submit web requests can still submit web requests to ask for additional pieces, if required.

**Note:** Due to the small number of involved vehicles expected to require a rear axle assembly, no axles will be distributed initially. Rear axle assemblies should be ordered only after inspection determines that repair is required. Very few vehicles are expected to require rear axle replacement.

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*



Recall/Action	Population
R60 Occupant Restraint Control (ORC) Modules	2003 (KJ) Jeep® Liberty 2004 (WJ) Jeep Grand Cherokee

### CUSTOMER VERBIAGE

“FCA US LLC is voluntarily recalling 284,089 older-model SUVs in the United States to replace their Occupant Restraint Control (ORC) modules and/or side-impact sensors. This recall is an expansion of previously-announced Safety Recall R06, which also involves the Occupant Restraint Module (ORC) Module.”

“Within this vehicle population, FCA US became aware of seven injuries caused by inadvertent air-bag deployments and advised NHTSA accordingly. The affected vehicles are NOT equipped with Takata airbags. The Company is unaware of any related accidents.”

“FCA intends to repair these vehicles free of charge (parts and labor). However, the parts required to provide a permanent remedy for this condition are currently not available. FCA is making every effort to obtain these parts as quickly as possible. Affected customers will be advised, by mail, when they may schedule service.”

**On Demand Only** “FCA is currently developing appropriate replacement components. They require design, engineering and testing. Fourteen different parts are required to satisfy all the affected model variations. Affected customers will be advised, by mail, when they may schedule service. **The current ETA for these replacement components is third-quarter 2016.**”

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Additional vehicles are affected in other markets. They are estimated to number 13,411 in Canada, 6,277 in Mexico and 48,212 outside the NAFTA region.*

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*



Recall/Action	Population
R61 Anti-Lock Brake (ABS) System Module	2012-15 (JC) Dodge Journey

### CUSTOMER VERBIAGE

“FCA US LLC is voluntarily recalling an estimated 275,614 cross-utility vehicles (CUVs) in the U.S. to apply a moisture sealant and replace, as required, certain electrical components.”

“An FCA US investigation discovered electrical components on certain older-model vehicles may be subject to moisture buildup that has potential implications for their Anti-Lock Brake System (ABS) modules. Water intrusion may disable the vehicles' Anti-Lock Braking and Electronic Stability Control (ESC) systems.”

“FCA US is unaware of any related injuries or accidents. The condition, if it occurs, is most often preceded by an instrument-cluster warning light; foundation brake function is unaffected.”

**“Parts to remedy this safety recall are available. Affected customers were notified by mail the week of December 18, 2015.”**

“FCA will repair affected vehicles free of charge. To do this, the dealer will seal the ground eyelet on the right shock tower to stop water migration through the ground wire case. The ABS module and headlamp/dash wire harness must also be inspected for moisture and repaired and/or replaced if required. The work will take about 2 hours to complete. However, additional time may be necessary depending on service schedules.”

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Additional vehicles are affected in other markets. They comprise an estimated 78,148 in Canada and 36,471 in Mexico. Another 151,476 vehicles are affected in left-hand-drive non-NAFTA markets, where the vehicle is also sold as the FIAT Freemont.*

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*



Recall/Action	Population
R63 Brake Vacuum-Tube Assembly	2013-14 (PF) Dodge Dart

### CUSTOMER VERBIAGE

*“FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 model year RAM Promaster vehicles.”*

*“The ignition switch electrical contact holder block on your vehicle may have intermittent electrical circuit(s). A loss of electrical power, due to intermittent electrical circuit(s) can result in a partial or complete loss of Airbag Function, Anti-Lock Brakes (ABS) Function, Electronic Stability Control (ESC) Function and/or Instrument Panel Cluster Function.”*

*“The lack of a functioning ABS and/or ESC system(s) could change the braking and/or handling characteristics of the vehicle and cause a crash without warning.”*

*“The loss of airbag deployment could increase the risk and/or severity of vehicle occupant injuries during a crash.”*

***“The Company is unaware of any related injuries or accidents. The condition may be resolved by recycling the ignition key.”***

***“Affected customers were notified by mail the week of January 8, 2016.”***

*“FCA intends to repair affected vehicles free of charge (parts and labor). However, the parts required to provide a permanent remedy for this condition are currently not available. FCA is making every effort to obtain these parts as quickly as possible. FCA will contact affected customers again by mail, with a follow-up recall notice, when the remedy parts are available.”*

*“Once the follow-up notice is received, affected customers should contact their Authorized BusinessLINK dealer right away to schedule a service appointment.”*

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*



Recall/Action	Population
Safety Recall R64 - Ignition Contacts	2014 (VF) Promaster

### CUSTOMER VERBIAGE

“FCA US LLC is voluntarily recalling an estimated 16,114 full-size vans to repair their ignition contacts.”

“An FCA US investigation has confirmed some vans may have been inadvertently equipped with ignition components that are subject to loss of electrical contact. This condition was traced to a supplier’s manufacturing process and, although unlikely, may cause intermittent power loss to the vehicle’s electrical systems.”

**“The Company is unaware of any related injuries or accidents. The condition may be resolved by recycling the ignition key, however, FCA US urges affected customers to heed the instructions in their recall notices, once received.”**

“FCA intends to repair these vehicles free of charge (parts and labor). FCA is currently in the process of accumulating recall repair parts. Affected customers will be advised when they may schedule service, which involves replacement of the ignition-switch contact holder. FCA is making every effort to obtain these parts as quickly as possible. FCA will contact you again by mail, with a follow-up recall notice, when the remedy parts are available. **Our current ETA for this final notification is Q1, 2016.**”

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** Additional vehicles are affected in other markets. An estimated 1,498 vehicles will be recalled in Canada, along with 503 in Mexico and six outside the NAFTA region.

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*





Recall/Action	Population
Safety Recall R67 – Power Liftgate Control Module	2014-16 (KL) Jeep Cherokee

### CUSTOMER VERBIAGE

“FCA US LLC is voluntarily recalling an estimated 32,784 SUVs in the U.S. to install improved shields that better protect their power liftgate control modules, and related components, from moisture.”

“Shields used for affected vehicles functioned as a moisture barrier for the bottom sections of liftgate control modules. The intent was to protect the modules from the most likely sources of moisture exposure, a condition that may lead to short-circuit, creating a fire hazard.”

“An investigation determined improved shields developed for a June recall (R27) affecting vehicles provide greater protection.”

“FCA US is unaware of any related injuries or accidents. This latest campaign affects certain Jeep Cherokee SUVs, but is limited to vehicles equipped with power liftgates.”

“All affected customers will be advised when they may schedule service. If the modules show signs of water exposure, they will be replaced. All recall-related work will be performed free of charge. **ETA for this customer notification is February 2016.**”

**“Until this repair is completed, the vehicle can be driven. However, as a precaution, the cargo areas of vehicles equipped with power liftgates should be monitored and kept dry.”**

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*



Recall/Action	Population
Safety Recall R68 – Power Steering Clamp	2015 (MK) Jeep Compass & Patriot

#### CUSTOMER VERBIAGE

“FCA US LLC is voluntarily recalling an estimated 60,107 SUVs in the U.S. to inspect and reposition, as needed, a clamp that secures a low-pressure return hose.”

“An investigation discovered clamps in some vehicles produced during a five-month period this year may be out of position. This may allow rapid loss of power steering fluid.”

“The Company is unaware of any related injuries or accidents.”

“Affected customers will be advised when they may schedule service, which will be provided free of charge. **ETA for this customer communication is February 2016.**”

“Reported incidents of fluid leaks predominantly involve vehicles with very low mileage. If the condition occurs, steering is not lost. However, greater physical effort may be required to steer the vehicle. Customers who experience this and/or observe evidence of a fluid leak, are urged to contact their dealer immediately.”

#### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*



Recall/Action	Population
Safety Recall R71 – Visor Vanity Lamp	2011-14 (WK/WD) Jeep Grand Cherokee & Dodge Durango

### CUSTOMER VERBIAGE

“FCA US LLC is recalling an estimated 352,831 SUVs in the U.S. to help ensure vanity-mirror wiring may be serviced more consistently.”

“Overheating conditions were reported among a small percentage of vehicles (<0.02%) serviced in connection with a related recall, P36. An investigation discovered the service procedure, if not followed precisely, may leave vehicles susceptible to a short-circuit, creating a potential fire hazard.”

“The Company is unaware of any related injuries or accidents. Post-service overheating conditions were observed only in vehicles equipped with a certain wiring package.”

“Wiring in the headliners of these vehicles will be secured with a new adhesive. Measures will also be taken to help prevent the wiring from contacting potentially abrasive surfaces.”

“Overheating conditions have not occurred in vehicles that have not had service involving headliner removal. However, FCA US urges affected customers to heed the instructions in their recall notices.”

“Customers will be advised when they may schedule service, which will be performed free of charge.”

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*