





# 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
Safety Recall R06 – Occupant Restraint Control (ORC) Module	2002 – 2003 (KJ) Jeep Liberty 2002 – 2004 (WJ) Jeep Grand Cherokee 2003 – 2004 (ZB) 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.”*

*“An illuminated airbag light does not constitute a symptom of this recall action.”*

*“These vehicles are not equipped with Takata airbags.”*

*“FCA is aware of a small number of vehicles affected by the initial campaign (approximately 0.003 percent of the total) were subject to post-repair inadvertent air-bag deployments. Some vehicle occupants suffered minor injuries from contact with the air bags; FCA US is aware of a single related accident.”*

*“Affected owners residing in Florida, Georgia, Alabama, Mississippi, Louisiana, Texas, Tennessee, Hawaii and Guam were sent notification, by mail, beginning December 29<sup>th</sup>, 2015. Owners in all other US states were sent notification, by mail, beginning February 8<sup>th</sup>, 2016.”*

**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, the R06 repair must still be performed.

**Note:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R06 inquiries. There is no additional information that CAC can provide. 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 R25 – Driver Airbag Inflator	2004 – 2008 (DR) Dodge Ram 1500/2500/3500 2005 – 2009 (DH) Dodge Ram 2500 2006 – 2009 (D1) Dodge Ram 3500 2007 – 2009 (DC) Dodge Ram 3500 Cab Chassis 2008 – 2010 (DM) Dodge Ram 4500/5500 Cab Chassis 2004 – 2008 (HB) Dodge Durango 2007 – 2008 (HG) Chrysler Aspen 2005 – 2010 (LX) Chrysler 300/Dodge Charger/Dodge Magnum 2005 – 2011 (ND) Dodge Dakota

**CUSTOMER VERBIAGE**

“FCA US LLC has identified which vehicles will be affected by expansions of ongoing voluntary recalls to replace certain air-bag inflators produced by Takata Corporation.”

*“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.”*

**Parts are available at all dealerships in the U.S.**

***“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:** FCA's Recall Resolution Team is currently conducting a proactive customer outreach initiative to encourage owners to have this recall performed.

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R25 inquiries. There is no additional information that CAC can provide. 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 R26 – Passenger Airbag Inflator	2003 – 2003 (DR) 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, beginning March 16<sup>th</sup>, 2016 in areas of High Absolute Humidity (HAH).” (Stage 1 below)* *“Affected owners were notified, by mail, beginning May 26<sup>th</sup>, 2016 in remaining areas, non HAH region.” (Stage 2 below)*

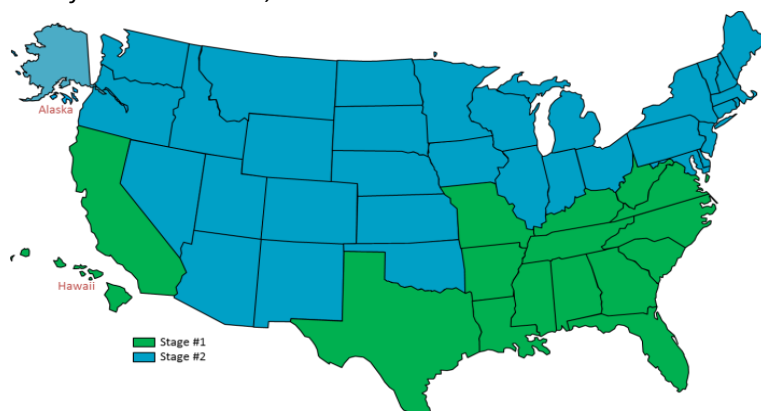
*“The vehicles affected in this safety recall were previously part of **Safety Recall P78**. If a customer calls inquiring about a prior notice they may have received, advise them that **Safety Recall R26** supersedes P78.”*

*“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:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R26 inquiries. There is no additional information that CAC can provide. 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 | June 2016



Recall/Action	Population
Safety Recall R46 – Front Suspension Track Bar Frame Bracket	2013 – 2014 (D2) RAM 3500 2014 – 2014 (DJ) RAM 2500 (DD) RAM 3500 Cab Chassis

**Note:** Approximately 500 RAM Power Wagon owners were inadvertently sent a recall notice for Safety Recall R46. These vehicles are not involved in this recall and do not have a safety issue. These vehicles have been removed from Recall R46. A Technical Advisory was sent to all dealerships advising of this update.

**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.”***

**“Vehicles with track bar brackets found without cracked welds will have a track bar reinforcement bracket installed. Vehicles found with a track bar bracket having a cracked, fractured, or separated weld(s) will have new track bar brackets welded to the frame. The repair will take approximately 8 hours to complete. The vehicle may need to be held for several days until the welding team can be dispatched to your dealership.”**

***“Parts are currently available for 4x4 equipped vehicles in this population. Affected customers were notified, by mail, beginning February 19<sup>th</sup>, 2016. For 4x2 equipped vehicles, current ETA for parts availability is 3<sup>rd</sup> Quarter 2016. FCA will contact these customers again, by mail, with a follow-up recall notice, when their parts are available.”***

**ADDITIONAL INSTRUCTIONS & REFERENCE**

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R46 inquiries. There is no additional information that CAC can provide. 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 R59 – Left Rear Axle Shaft	2015 – 2016 (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 sent notification, by mail, beginning November 23<sup>rd</sup>, 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 approximately 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:** Due to the small number of involved vehicles expected to require a rear axle assembly, no axles were 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:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R59 inquiries. There is no additional information that CAC can provide. 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 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.”

*“The recall is limited to certain model-year 2003 Jeep Liberty SUVs and 2004 Jeep Grand Cherokees. Vehicles affected in other markets are an estimated 13,411 in Canada, 6,277 in Mexico and 48,212 outside the NAFTA region.”*

*“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.”*

*“Affected owners were sent notification, by mail, beginning May 5<sup>th</sup>, 2016.”*

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R60 inquiries. There is no additional information that CAC can provide. 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 R61 – Anti-Lock Brake System (ABS) Module	2012 – 2015 (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 sent notification, by mail, beginning December 18<sup>th</sup>, 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:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R61 inquiries. There is no additional information that CAC can provide. 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 R63 – Brake Vacuum Tube Assembly	2013 – 2014 (PF) Dodge Dart

### CUSTOMER VERBIAGE

“FCA US LLC is voluntarily recalling an estimated 105,458 compact sedans in the U.S. to inspect and replace vacuum-tube assemblies and certain other components, as required.”

*“Some of the affected vehicles may be subject to oil migration that could affect their brake systems' power-assist feature. **Foundation brake function is unaffected. However, if this condition occurs, the driver may notice hard pedal-feel on brake application, and longer distances may be required to stop the vehicle in emergency situations.**”*

“An FCA US investigation identified certain 2013-2014 vehicles equipped with 2.0-liter and 2.4-liter engines, may have brake-booster vacuum-tube routing that inadvertently allows oil to reach the brake booster diaphragm, if ever the vacuum-pump check valve fails. Oil may degrade the diaphragm and lead to a loss of brake-assist - a feature that helps reduce stopping distances. Vehicles equipped with 1.4-liter engines are excluded.”

“FCA US is aware of two minor injuries and seven accidents that are or may be related to this condition.”

“The condition may be preceded by a pop or a sound consistent with a vacuum leak. Customers who experience such events and/or hard pedal-feel are advised to contact their dealers.”

“Affected owners were sent notification, by mail, beginning May 9<sup>th</sup>, 2016.”

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R63 inquiries. There is no additional information that CAC can provide. 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	2015 (VF) RAM ProMaster

### 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.”***

***“FCA will repair your vehicle free of charge. To do this, your Authorized BusinessLINK dealer will replace the ignition switch contact holder block. The work will take about two hours to complete. However, additional time may be necessary depending on service schedules. Affected customers were notified by mail the week of March 4, 2016.”***

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R64 inquiries. There is no additional information that CAC can provide. 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 – 2016 (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 (**Safety 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.”*

*“FCA will repair your vehicle free of charge. To do this, your dealer will inspect for evidence of water intrusion and the power liftgate module electrical connectors for corrosion. On vehicles found with corrosion in the power liftgate module electrical connectors, the module and electrical connectors will be replaced.”*

“Affected owners were sent notification, by mail, beginning February 1<sup>st</sup>, 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:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R67 inquiries. There is no additional information that CAC can provide. 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 owners were sent notification, by mail, in 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:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R68 inquiries. There is no additional information that CAC can provide. 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 – 2013 (WK/WD) Jeep Grand Cherokee & Dodge Durango

### CUSTOMER VERBIAGE

“FCA US LLC is recalling an estimated 353,000 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 sun visors on your vehicle may experience a high-resistance short at the sun visor vanity lamp wiring after a service repair to the sun visor, headliner or while gaining access above the headliner. This may result in an inoperative vanity lamp and/or an electrical fire.”*

*“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. Overheating conditions have not occurred in vehicles that have not had service involving headliner removal.”*

*“FCA will repair your vehicle free of charge (parts and labor). The remedy for R71 will involve the replacement of the sunvisor assemblies as well as protection from wire contact with potentially abrasive surfaces on the metal body. 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. **The current ETA for the launch of this recall is Q3 2016.**”*

*“In the meantime, your vehicle is safe to drive. If the vehicle was not safe to drive, FCA would have instructed you to not drive the vehicle. Once the part is available, you will be notified and we can schedule your appointment. FCA will contact you again by mail, with a follow-up recall notice, when the remedy parts are available.”*

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** Customers were notified with interim mailings beginning February 5<sup>th</sup>, 2016 that parts would be available before the fourth quarter of 2016. This campaign will be a required revision an enhancement to a previous recall, P36, which also was intended to increase the robustness of serviceability. Only a subset of vehicles from P36 are involved in R71, namely those built prior to September 1, 2012. These vehicles will require remedy under R71 regardless if P36 has already been performed.

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R71 inquiries. There is no additional information that CAC can provide. 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 S03 – Wheel Chocks	2011 – 2016 (LD) Dodge Charger

### CUSTOMER VERBIAGE

“FCA US LLC is conducting a voluntary safety recall to supply wheel chocks for an estimated 442,000 full-size sedans in the U.S.”

*“The chocks are for use, as instructed in the vehicle's owner's manual, when employing a tire jack to change wheels. The chocks, when positioned opposite to the wheel being changed, will help stabilize the vehicle.”*

***“Failure to follow the manual's instructions with an affected vehicle may cause the vehicle to come off the tire jack. FCA US is aware of only three potentially related hand injuries - all minor.”***

*“Affected owners were sent notification, by mail, beginning March 21<sup>st</sup>, 2016.”*

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding S03 inquiries. There is no additional information that CAC can provide. 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 S07 – Occupant Restraint Control (ORC) Module	2008 – 2009 (RT) Dodge Grand Caravan, Chrysler Town & Country 2009 – 2009 (JC) Dodge Journey

### CUSTOMER VERBIAGE

“FCA US LLC is recalling an estimated 112,000 minivans in the U.S. to replace the Occupant Restraint Control (ORC) Module.”

*“ORC Modules help manage the function of supplementary restraint systems, such as airbags. An investigation of only two incidents involving inadvertent deployment led FCA to discover a certain population is subject to unlimited moisture exposure, which may cause inadvertent air-bag deployment or a warning-light illumination. Either of these conditions could increase the risk of a crash and/or injury to front seat vehicle occupants.”*

***“Of the two potential outcomes, warning-light illumination is the more likely. None of the affected vehicles are equipped with ammonium-nitrate inflators. FCA is aware of only seven potentially related injuries - all minor - but no related accidents.”***

*“FCA will 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.”*

***“At this time, FCA estimates parts will be available in the fourth quarter of 2017.”***

*“In the meantime, your vehicle is safe to drive. If the vehicle was not safe to drive, FCA would have instructed you to not drive the vehicle. Once the part is available, you will be notified and we can schedule your appointment. FCA will contact you again by mail, with a follow-up recall notice, when the remedy parts are available.”*

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding S07 inquiries. There is no additional information that CAC can provide. 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 S08 – Power Steering Return Hose and Fluid Cooler	2009 – 2016 (RT) Dodge Journey

### CUSTOMER VERBIAGE

“FCA US LLC is voluntarily recalling an estimated 10,944 midsize crossover vehicles, in the U.S., equipped with optional block heaters to address fluid-line durability in extreme, cold-weather conditions. The power steering return hoses on the affected vehicles may rupture on a cold engine start up after the vehicle is exposed to extreme cold ambient temperatures for an extended period of time.”

*“An investigation found some lines carrying power-steering fluid may leak at engine start-up, when certain vehicles are subject to extreme cold.”*

*“Steering is not lost in such circumstances. However, if a vehicle is so-affected, the amount of physical effort required to steer may increase.”*

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

*“The vehicles affected by this recall are certain model-year 2009-2016 Dodge Journey vehicles. An estimated 187,436 vehicles in Canada are also subject to this recall.”*

*“Affected owners were sent notification, by mail, beginning May 24<sup>th</sup>, 2016.”*

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center (CAC) regarding S08 inquiries. There is no additional information that CAC can provide. 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 S10 – Reprogram Powertrain Control (PCM) Module	2015 - 2016 (PF) Dodge Dart

### CUSTOMER VERBIAGE

“FCA US LLC is recalling an estimated 1,140 compact cars in the U.S. to reflash software that helps manage engine torque.”

*“An FCA US investigation discovered certain cars may be equipped with two of three software layers designed to automatically prevent conditions such as unintended acceleration. **However, the other two safeguards remain functional and FCA US LCC is unaware of any related injuries, accidents or complaints.**”*

*“Further, in the unlikely event that the remaining automatic safeguards are unavailable and driver action would be necessary, all of the affected vehicles are equipped brake-throttle override.”*

*“Vehicles affected are certain 2015-2016 Dodge Darts. An estimated 91 additional vehicles are affected in Canada.”*

*“Affected owners were sent notification, by mail, beginning March 25<sup>th</sup>, 2016.”*

**FCA US urges all customers to follow the instructions on their recall notices.**

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center (CAC) regarding S10 inquiries. There is no additional information that CAC can provide. 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 S14 – Driver Airbag Module	2007 - 2009 (VB) Dodge Sprinter

### CUSTOMER VERBIAGE

#### **From the NSRAC released to dealerships on 3/24/16:**

“FCA US LLC (“FCA US”) announced a safety recall on 2007 through 2009 model year (VB) Dodge Sprinter vehicles.”

*“Some of the above vehicles may have been built with a driver airbag inflator that may rupture when deploying during a crash. The potential for such ruptures may occur in some of the subject airbag inflators after several years of exposure to persistent conditions of high absolute humidity.”*

“In the event of a driver airbag inflator rupture, metal fragments could pass through the airbag cushion material, which may result in additional injury or death to vehicle occupants.”

“FCA US will conduct a voluntary safety recall. A permanent remedy has not been determined at this time.”

“Due to a permanent remedy not being available, Interim owner letters were mailed to customers on April 7, 2016.”

**From the owner letter:** *“FCA will 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.”*

#### **Dealer:**

***“At this time, FCA does not have an estimated ETA for a remedy or parts.”***

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding S14 inquiries. There is no additional information that CAC can provide. 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 S15 – Driver Airbag Module	2007 - 2008 (ZH) Chrysler Crossfire

### CUSTOMER VERBIAGE

#### **From the *revised* NSRAC released to dealerships on 4/7/16:**

“FCA US LLC (“FCA US”) announced a safety recall on 2007 and 2008 model year (ZH) Chrysler Crossfire vehicles.”

*“Some of the above vehicles may have been built with a driver airbag inflator that may rupture when deploying during a crash. The potential for such ruptures may occur in some of the subject airbag inflators after several years of exposure to persistent conditions of high absolute humidity.”*

*“In the event of a driver airbag inflator rupture, metal fragments could pass through the airbag cushion material, which may result in additional injury or death to vehicle occupants.”*

*“FCA US will conduct a voluntary safety recall. A permanent remedy has not been determined at this time.”*

*“Due to a permanent remedy not being available, Interim owner letters were mailed to customers on April 7, 2016.”*

**From the owner letter:** *“FCA will 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.”*

#### **Dealer:**

***“At this time, FCA does not have an estimated ETA for a remedy or parts.”***

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding S15 inquiries. There is no additional information that CAC can provide. 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 S24 – CAN-C Bus Connector	2015 – 2016 (VM) RAM ProMaster City

### CUSTOMER VERBIAGE

“FCA US LLC is voluntarily recalling an estimated 23,879 vans in the U.S. to relocate an electrical connector to further protect it from excessive moisture intrusion.”

*“Snow buildup or inordinate water accumulation near the front of the driver-side seat track, may expose a connector to excessive moisture intrusion. Over time, such a condition may cause corrosion and potentially affect signals sent to a vehicle’s transmission control module. Disrupted signals may cause an unrequested shift to neutral when the vehicle is brought to a stop.”*

*“FCA US discovered the issue following a routine review of warranty data. **The Company is unaware of any related injuries or accidents.**”*

*“The vehicles affected by this recall are 2015-2016 RAM ProMaster City vans. An additional 3,050 vehicles are being recalled in Canada.”*

**“Affected owners were sent notification, by mail, beginning May 27<sup>th</sup>, 2016.”**

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding S24 inquiries. There is no additional information that CAC can provide. 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 S27 – Transmission Electronic Shift Lever	2012 – 2014 (LD) Dodge Charger 2012 – 2014 (LX) Chrysler 300 2014 – 2015 (WK) Jeep Grand Cherokee

### CUSTOMER VERBIAGE

“FCA US LLC is voluntarily recalling an estimated 811,586 mid-size SUVs and full-size cars in the U.S. to reduce the effect of potential driver error by enhancing warnings and transmission shift strategy.”

*“The Company is aware of 41 injuries that are potentially related. **The vehicles involved in these events were inspected and no evidence of equipment failure was found.**”*

*“The vehicles affected by this recall are equipped with electronic -shift levers that return to the same position after each manipulation. Gear-selection is conveyed to the driver by multiple sets of indicator lights, not gear-selector position, and unless due care is taken, drivers may draw erroneous conclusions about the status of their vehicles.”*

*“The vehicles also deliver warning chimes and alert messages if their driver-side doors are opened while their engines are still running and "PARK" is not engaged. However, investigation suggested these measures may be insufficient to deter some drivers from exiting their vehicles without selecting "PARK," so FCA US will enhance the warnings and transmission-shift strategy on these vehicles.”*

**“Affected owners will be notified when service becomes available. In the interim, FCA US urges customers to follow the instructions in their owners' manuals.”**

*“To address customer-satisfaction issues, the Company began equipping the Charger and 300 with a new shift-lever design in model-year 2015. The Grand Cherokee's shift-lever was updated in model-year 2016.”*

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding S27 inquiries. There is no additional information that CAC can provide. 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 S28 – Shift Interlock Solenoid Electrical Connector	2016 (WK) Jeep Grand Cherokee

### CUSTOMER VERBIAGE

“FCA US LLC is voluntarily recalling an estimated 32,267 SUVs in the U.S. to address the potential for a certain wire-harness terminal to lose its electrical connection.”

*“If this condition occurs, the vehicle’s shifter may become locked in “PARK” or “NEUTRAL” once the vehicle is brought to a stop. An investigation by FCA US traced the cause to supplied wiring harnesses, some of which may have been incorrectly crimped.”*

***“The Company is unaware of any potentially related injuries or accidents. This campaign is unrelated to any previous recall. ”***

*“The vehicles affected by this recall are certain model-year 2016 Jeep Grand Cherokees. An estimated 2,095 vehicles are affected in Canada; 538 in Mexico; and 2,472 outside the NAFTA region.”*

*“Affected owners were sent notification, by mail, beginning on May 27, 2016.”*

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding S28 inquiries. There is no additional information that CAC can provide. 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 S43 – Passenger Airbag Inflator	2004 – 2008 (DR) Dodge Ram 1500
	2005 – 2009 (DH) Dodge Ram 2500
	2006 – 2009 (D1) Dodge Ram 3500
	2007 – 2010 (DC) Dodge Ram 3500 Cab Chassis
	2008 – 2010 (DM) Dodge Ram 4500/5500
	2005 – 2011 (ND) Dodge Dakota
	2004 – 2008 (HB) Dodge Durango
	2007 – 2009 (HG) Chrysler Aspen
	2007 – 2012 (JK) Jeep Wrangler
	2008 – 2012 (LX/LC) Dodge Challenger
	2005 – 2008 (LX) Dodge Magnum
	2005 – 2012 (LX) Chrysler 300
2006 – 2012 (LX/LD) Dodge Charger	

**CUSTOMER VERBIAGE**

“FCA US LLC is voluntarily recalling an estimated 4.3 million older-model vehicles in the U.S. to replace their front-passenger air-bag inflators.”

*“This action follows a defect filing by supplier Takata Corp., which advised the National Highway Traffic Safety Administration (NHTSA) that the inflators use ammonium nitrate as a propellant, without benefit of a chemical drying agent. Prolonged exposure to high absolute humidity and high temperatures may cause this propellant to degrade. Activation of degraded non-desiccated ammonium nitrate may cause an inflator rupture, possibly propelling fragments through the vehicle cabin.”*

*“The Company is unaware of any injuries or accidents involving FCA US vehicles subject to this campaign; nor have there been any ruptures in nearly 6,300 exploratory tests of passenger-side inflators taken from FCA US vehicles registered in regions subject to high absolute humidity. These test vehicles also were representative of the oldest vehicles in this recall population (mostly model years 2004 and 2005), thus experiencing the longest exposure to potentially problematic environmental conditions.”*

*“This campaign includes an estimated one million vehicles that would have been recalled at a later date under NHTSA’s coordinated remedy order. FCA US is accelerating its timetable to better serve its customers.”*

*“An estimated 933,000 additional vehicles are affected in Canada, Mexico and outside the NAFTA region. They include certain pickups, SUVs and sedans exclusive to particular markets.”*

*“At this time, a remedy fix is not available. FCA anticipates sending interim letters to owners in mid-July. **Affected owners will be advised when they may schedule service. In keeping with NHTSA’s coordinated remedy order, vehicles currently or previously registered in areas identified with high absolute humidity will be targeted first.**”*

*Continued on next page...*



Recall/Action	Population
Safety Recall S43 – Passenger Airbag Inflator	2004 – 2008 (DR) Dodge Ram 1500 2005 – 2009 (DH) Dodge Ram 2500 2006 – 2009 (D1) Dodge Ram 3500 2007 – 2010 (DC) Dodge Ram 3500 Cab Chassis 2008 – 2010 (DM) Dodge Ram 4500/5500 2005 – 2011 (ND) Dodge Dakota 2004 – 2008 (HB) Dodge Durango 2007 – 2009 (HG) Chrysler Aspen 2007 – 2012 (JK) Jeep Wrangler 2008 – 2012 (LX/LC) Dodge Challenger 2005 – 2008 (LX) Dodge Magnum 2005 – 2012 (LX) Chrysler 300 2006 – 2012 (LX/LD) Dodge Charger

**CUSTOMER VERBIAGE CONTINUED**

*“Citing exhaustive research, NHTSA has said the subject inflators “do not pose an unreasonable risk to safety under the Safety Act until they reach a certain level of propellant degradation.” Such degradation is “a function of time, temperature cycling and environmental moisture.”*

**ADDITIONAL INSTRUCTIONS & REFERENCE**

**Note:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding S43 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*

# ARCHIVED DOCUMENTS

## MANAGING RECALLS AND CUSTOMER COMMUNICATION:

- ➔ Press Release Communications
- ➔ Estimated Timing for Recall Release

### ARCHIVE TABLE OF CONTENTS

- [N45 & N46](#) Rear Structural Reinforcement
- [P41](#) Ignition Switch Performance
- [P57](#) Ignition Switch Performance
- [R03](#) Wireless Ignition Node (WIN) Module
- [R13](#) Clutch Interlock Switch
- [R27](#) Power Liftgate Control Module
- [R32](#) Engine Beauty Cover
- [R39](#) Body Control Module (KL)
- [R40](#) Uconnect Software Update
- [R42](#) Body Control Module (PF)
- [R57](#) Air Conditioning Hose





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:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding N45/N46 inquiries. There is no additional information that CAC can provide. 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 P41 – Ignition Switch Performance	2005 – 2007 (WK) Jeep Grand Cherokee 2006 – 2007 (XK) 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 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

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:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding P41 inquiries. There is no additional information that CAC can provide. 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 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 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:** 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.

**Note:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding P57 inquiries. There is no additional information that CAC can provide. 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 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 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:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R03 inquiries. There is no additional information that CAC can provide. 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 R13 – Clutch Interlock Switch	2006 (KJ) Jeep Liberty 2006 (TJ) Jeep Wrangler 2006 (ZB) 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:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R13 inquiries. There is no additional information that CAC can provide. 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 R27 – Power Liftgate Control Module	2014 – 2015 (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.”*

***“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:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R27 inquiries. There is no additional information that CAC can provide. 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 R32 – Engine Beauty Cover	2011 – 2015 (JC) Dodge Journey 2011 – 2015 (JF) Fiat Freemont

#### CUSTOMER VERBIAGE

“FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2011 - 2015 model year Dodge Journey and Fiat Freemont 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.”*

*“Parts to perform this repair are available. Affected customers were notified the week of October 15, 2015.”*

*“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:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R32 inquiries. There is no additional information that CAC can provide. 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 R39 – Body Control Module	2014 (KL) 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 sent final notifications, by mail, beginning December 14<sup>th</sup>, 2015.”*

#### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R39 inquiries. There is no additional information that CAC can provide. 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 R40 – Uconnect Software Update	2013 – 2015 (DS/DD/DJ/DP/D2) RAM trucks 2013 – 2015 (ZD) Dodge Viper 2014 – 2015 (KL) Jeep Cherokee 2014 – 2015 (WD) Dodge Durango 2014 – 2015 (WK) Jeep Grand Cherokee 2015 – 2015 (LA) Dodge Challenger 2015 – 2015 (LD) Dodge Charger 2015 – 2015 (LX) Chrysler 300 2015 – 2015 (UF) Chrysler 200

**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 the 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.”*

*“Owners with vehicles included in this recall were sent notification and instructions beginning on August 28<sup>th</sup>, 2015 and completed by September 28<sup>th</sup>, 2015. The instructions included 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), to 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:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R40 inquiries. There is no additional information that CAC can provide. 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 R42 – Body Control Module	2013 – 2015 (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 January 11<sup>th</sup>, 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:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R42 inquiries. There is no additional information that CAC can provide. 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 R57 – Air Conditioning Hose	2015 – 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 under hood smoke and/or an engine compartment fire.”*

*“Affected owners were notified, by mail, beginning November 23<sup>rd</sup>, 2015.”*

*“Many of the vehicles within the affected build period have already been inspected or repaired and, therefore, have been excluded from this recall.”*

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** *Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R57 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*