



**N45/N46/N47  
REAR STRUCTURAL REINFORCEMENT  
RESOURCE GUIDE  
AUGUST 2014**

# TABLE OF CONTENTS

CLICK TO NAVIGATE



<b>OVERVIEW</b>	3
<b>OWNER COMMUNICATIONS</b>	
N45 RECALL NOTIFICATION - MY 1993-1998 JEEP GRAND CHEROKEE (ZJ)	5
N46 RECALL NOTIFICATION - MY 2002-2007 JEEP LIBERTY (KJ)	7
<b>DEALER COMMUNICATIONS</b>	
DMAILS	
- N45/N46 PARTS DISTRIBUTION AND ALLOCATION	9
- N45/N46 ESSENTIAL TOOLS	11
- N45/N46 INITIAL DISTRIBUTION OF WARNING LABELS	13
- N45/N46 OWNER TOW WARNING	14
<b>PARTS</b>	
ARO PROCESS	16
RETURNS (MRA)	17
TRANSPORTATION (EXEL)	18
<b>WARRANTY</b>	
CLAIM PROCESSING INSTRUCTIONS	21
LEVEL 5 CORROSION OR DAMAGE FORM	24
<b>N45/N46 OWNER TOW WARNING STATEMENT</b>	25
<b>UNIFORM DEALER COMMUNICATION TO CUSTOMER STATEMENT — LEVEL 5 CORROSION OR COLLISION DAMAGE</b>	26
<b>FAQS</b>	
OWNER	27
DEALER	29
PARTS	31
<b>CONTACTS PAGE</b>	32



**Safety Recall N45:** MY 1993-1998 Jeep Grand Cherokee (ZJ) (1,493,177 vehicles)

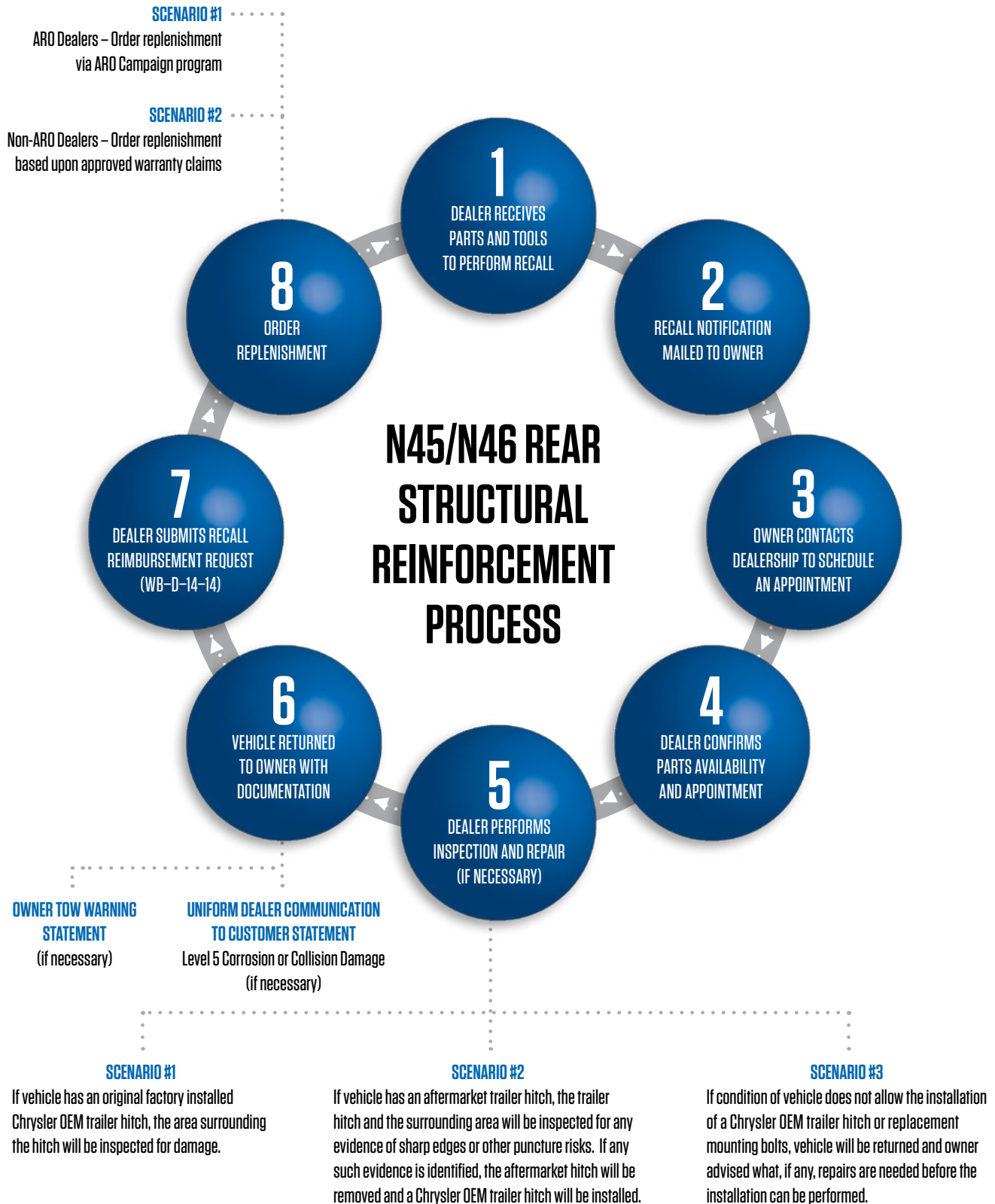
**Safety Recall N46:** MY 2002-2007 Jeep Liberty (KJ) (973,875 vehicles)

**Customer Satisfaction Notice N47:** MY 1999-2004 Jeep Grand Cherokee (1,455,976 vehicles)

To assist with these campaigns, we developed the **N45/N46/N47 Rear Structural Reinforcement resource guide**. This document (**interactive PDF**) encompasses dealer/owner communications, FAQs, parts distribution process, and important contact information. Leverage this guide to properly handle owners and ensure dealers are efficient in executing the inspection and installing a Chrysler OEM trailer hitch, if necessary.

**Important information re: N45/N46/N47**

- The Original Equipment Manufacturer (OEM) trailer-hitch assembly is intended to **better manage crash forces in certain types of low-speed impacts**
- Trailer hitch assemblies are currently being produced and **initial distribution began in mid-July**
- Parts will continue to be **distributed based upon original sales quantities (VINS) for the affected vehicles**
- Chrysler's suppliers **are running production up to seven days per week on three shifts**
- VINs aligned with the Safety Recall associated with the MY 1993-1998 Jeep Grand Cherokee (N45) and the MY 2002-2007 Jeep Liberty (N46) are currently indicated in the system (both Dealer Facing VIP and Call Center Facing ECCI)
- VINs aligned with the Customer Satisfaction Notification associated with the MY 1999-2004 Jeep Grand Cherokee (N47) will not be indicated in the system. The VINs will not be available in the system until the repair instructions and parts are available.
- Mailings for the Interim letters for both Safety Recall N45 & N46 were completed in February. **A final recall notification will be mailed to owners advising them to call the dealer to schedule an appointment.**
- **The vehicles are safe** and they met or exceeded the standards in effect when they were first sold



Recall Repair Instructions are located at: [DealerCONNECT > Service Tab > Repair Information > Global Recall System](#).

Below is a copy of the final [N45 recall notification](#) that will be mailed to owners advising them to call the dealer to schedule an appointment.



## Rear Structure Reinforcement

# IMPORTANT SAFETY RECALL

**N45 / NHTSA 13V-252**

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

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

Dear: (Name)

The National Highway Traffic Safety Administration (NHTSA) has made a tentative assessment that certain **1993 through 1998 model year Jeep® Grand Cherokee vehicles** contain a defect related to motor vehicle safety. Although the NHTSA assessment is non-final, Chrysler Group LLC has decided to conduct a voluntary safety recall to address concerns identified in its assessment.

***The problem is...*** The fuel tank on your vehicle has a chance of experiencing a fuel leak during certain types of rear end collisions. Fuel leakage in the presence of an ignition source can result in a fire.

***What your dealer will do...*** Chrysler will inspect your vehicle and install an Original Equipment Manufacturer (OEM) trailer hitch where appropriate, free of charge (parts and labor) to better manage crash forces in low-speed impacts. If your vehicle already has an original factory installed Chrysler OEM trailer hitch, the area surrounding the hitch will be inspected for damage.

**If your vehicle has an aftermarket trailer hitch, the trailer hitch and the surrounding area will be inspected for any evidence of sharp edges or other puncture risks.** If any such evidence is identified, the aftermarket hitch will be removed and a Chrysler OEM trailer hitch will be installed free of charge, provided the condition of the vehicle can support proper removal of the existing hitch and installation of a Chrysler OEM trailer hitch.

If it is determined that the condition of your vehicle does not allow the installation of a Chrysler OEM trailer hitch or replacement mounting bolts, your vehicle will be returned and you will be advised what, if any, repairs are needed before the installation can be performed.

**The work will take about four hours to complete. However, additional time may be necessary depending on service schedules.**

**Chrysler recommends you remove the ball & ball mount whenever your vehicle is not actually in use of towing.**

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

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

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at [www.jeep.com/ownersreg](http://www.jeep.com/ownersreg).

If you have purchased and installed the OEM trailer hitch after your initial vehicle purchase, please send your original receipt and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

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

Customer Services / Field Operations  
Chrysler Group LLC

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



Below is a copy of the final [N46 recall notification](#) that will be mailed to owners advising them to call the dealer to schedule an appointment.



Rear Structure Reinforcement

## IMPORTANT SAFETY RECALL

N46 / NHTSA 13V-252

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

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

Dear: (Name)

The National Highway Traffic Safety Administration (NHTSA) has made a tentative assessment that certain **2002 through 2007 model year Jeep® Liberty vehicles** contain a defect related to motor vehicle safety. Although the NHTSA assessment is non-final, Chrysler Group LLC has decided to conduct a voluntary safety recall to address concerns identified in its assessment.

***The problem is...*** The fuel tank on your vehicle has a chance of experiencing a fuel leak during certain types of rear end collisions. Fuel leakage in the presence of an ignition source can result in a fire.

***What your dealer will do...*** Chrysler will inspect your vehicle and install an Original Equipment Manufacturer (OEM) trailer hitch where appropriate, free of charge (parts and labor) to better manage crash forces in low-speed impacts. If your vehicle already has an original factory installed Chrysler OEM trailer hitch, the area surrounding the hitch will be inspected and Chrysler will replace the two most rearward mounting bolts free of charge, providing the condition of the bolts can support proper removal and installation.

**If your vehicle has an aftermarket trailer hitch, the trailer hitch and the surrounding area will be inspected for any evidence of sharp edges or other puncture risks.** If any such evidence is identified, the aftermarket hitch will be removed and a Chrysler OEM trailer hitch will be installed free of charge, provided the condition of the vehicle can support proper removal of the existing hitch and installation of a Chrysler OEM trailer hitch.

If it is determined that the condition of your vehicle does not allow the installation of a Chrysler OEM trailer hitch or replacement mounting bolts, your vehicle will be returned and you will be advised what, if any, repairs are needed before the installation can be performed.

**The work will take about four hours to complete. However, additional time may be necessary depending on service schedules.**

**Chrysler recommends you remove the ball & ball mount whenever your vehicle is not actually in use of towing.**

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

***If you need help...***

If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at [www.jeep.com/ownersreg](http://www.jeep.com/ownersreg).

If you have purchased and installed the OEM trailer hitch after your initial vehicle purchase, please send your original receipt and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

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

Customer Services / Field Operations  
Chrysler Group LLC

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





**"SAFETY RECALLS N45 & N46 – REAR STRUCTURAL REINFORCEMENT" was published on 7/14 informing dealers that initial distribution of recall parts began on July 14th.**



**July 14, 2014**

**TO: ALL CHRYSLER GROUP DEALERS**  
**ATTN: DEALER PRINCIPAL, GENERAL MANAGER, SERVICE MANAGER & PARTS MANAGER**

**SUBJECT: SAFETY RECALLS N45 AND N46 – REAR STRUCTURAL REINFORCEMENT**

In preparation of the launch of Safety Recall N45 and N46, we will begin the initial distribution of part number **CBXTN451AA** for safety recall N45 and part number **CBXTN461AA** for safety recall N46 on July 14, 2014. We will distribute parts based upon original sales quantities (VINS) for the affected vehicles.

Dealers will be notified of the launch of this safety recall by way of previously established methods.

Chrysler anticipates the launch of this safety recall in early August 2014. We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to receive the parts necessary to complete the recall N45 and N46.

U.S. Dealers	N45		N46	
	CBXTN451AA		CBXTN461AA	
	MSQ/Pallet=7		MSQ/Pallet=5	
	ARO	Non-ARO	ARO	Non-ARO
Initial Order Allocation Method	Orders will be sent via normal initial order allocation (based on original sales)		Orders will be sent via normal initial order allocation (based on original sales)	
Initial Order Quantity	Most dealers will receive one pallet (7 pcs). There are some exceptions that will receive zero and others two pallets (14 pcs)		Most dealers will receive one pallet (5 pcs). There are some exceptions that will receive zero and others two pallets (10 pcs)	
Order Replenishment	ARO Campaign Program	Mopar Manual Replenishment (similar to N49 process)	ARO Campaign Program	Mopar Manual Replenishment (similar to N49 process)
Replenishment Trigger	Approved Warranty Claims		Approved Warranty Claims	

AUTHENTIC PERFORMANCE





**"SAFETY RECALLS N45 & N46 ESSENTIAL TOOLS" was published on 7/17 informing dealers that the necessary tools to perform Safety Recall N45 and N46 were shipped to their dealership.**



**AUTHENTIC PERFORMANCE**

**July 17, 2014**

**TO: ALL CHRYSLER GROUP DEALERSHIPS**  
**ATTN: DEALER PRINCIPAL, GENERAL MANAGER, SERVICE MANAGER & PARTS MANAGER**  
**SUBJECT: SAFETY RECALL N45 & N46 ESSENTIAL TOOLS**

In preparation for the Safety Recall N45 and N46, the Mopar Essential Tools team has shipped, at no charge, the necessary tools to your dealer in order to perform Safety Recall N45 and N46.

**Clearance Gauge Set – Item Number 2015800140:**

The clearance gauges are used to measure and determine if there is adequate clearance between the fuel tank and the aftermarket trailer hitch.

**Induction Heating Tool – Item Number 2019700230:**

The Induction Heating Tool is a flameless heating device that can be used to aid in the removal of studs and/or bolts that may be corroded in place.

If you have any questions regarding the essential tools shipped to your dealer or would like to order replacement induction heating coils, an induction heating tool coil kit can be ordered at the dealer's expense. Please go to: [MoparEssentialTools.com](http://MoparEssentialTools.com) or call **855-298-2687**.

For additional information on the essential tools, please see the attached tool application guide that is included in your essential tool shipment.

Tony Brenders  
V.P. Technical Service Operations  
Mopar Service, Parts & Customer Care





**Jeep**

DEALER COMMUNICATIONS  
EMAIL



## ESSENTIAL TOOLS

ATTENTION: SERVICE MANAGERS AND  
PARTS MANAGERS  
SUBJECT: **2015800140 Clearance Gauge Set**  
**2019700230 Induction Heating Tool**

We have shipped the enclosed Clearance Gauge Set  
and Induction Heating Tool to your dealership. Use  
these tools to perform **Safety Recall N45 & N46**.

**Item Number: 2015800140**

Clearance Gauge Set  
FRAME AND BUMPER

**Item Number: 2019700230**

Induction Heating Tool  
FRAME AND BUMPER

**[www.MoparEssentialTools.com](http://www.MoparEssentialTools.com)**

PHONE: 855-298-2687 FAX: 855-303-8985

*AUTHENTIC PERFORMANCE*

**Item Number: 2015800140**

Clearance Gauge Set


**Item Number: 2019700230**

Induction Heating Tool


**SOLD SEPARATELY: Available on Mopar Service Equipment (MSE) Website**
**Item Number: 2019900230**

 Induction Heating Tool  
 Coil Kit


How to order:

CALL: 855-298-2687

 ONLINE: [www.MoparEssentialTools.com](http://www.MoparEssentialTools.com) Click on Equipment Catalog and enter item number in the search box OR go to Collision Repair / Miscellaneous

2015800140 / 2019700230 SA 0614

PROGRAM FACILITATED BY:

  
**BUSINESS SOLUTIONS**



**"SAFETY RECALL N45 & N46 – INITIAL DISTRIBUTION OF WARNING LABELS" was published on 7/25 informing dealers that the initial distribution of ball and ball mount warning labels (qty 100) were mailed to the dealers.**



**July 25, 2014**

**TO: ALL CHRYSLER GROUP DEALERSHIPS**  
**ATTN: DEALER PRINCIPAL, GENERAL MANAGER, SERVICE MANAGER & PARTS MANAGER**

**SUBJECT: SAFETY RECALL N45 & N46 – INITIAL DISTRIBUTION OF WARNING LABELS**

In preparation of the launch of Safety Recall N45 and N46 – Rear Structural Reinforcement, we will begin the initial distribution of Warning Labels to be applied to vehicles involved in the subject recalls. The label, requested by NHTSA, informs the customer to remove the ball and ball mount whenever their vehicle is not actually in use of towing. The initial shipment will contain 100 labels. Dealers will be able to order additional labels utilizing **PN 68266621AA** after initial inventory is depleted.

Dealers will be notified of the launch of this safety recall by way of previously established methods.

Chrysler anticipates the launch of this safety recall in early August 2014.

**Example of the Label:**

**Chrysler Recommends You Remove the  
Ball & Ball Mount Whenever Your  
Vehicle is not Actually in Use of Towing**

**AUTHENTIC PERFORMANCE**





**"N45/N46 REAR STRUCTURAL REINFORCEMENT – CUSTOMER DOCUMENT" was published on 8/1 informing dealers that if the customer's vehicle did not have a trailer tow package or trailer hitch present on the vehicle when it arrived at the dealership for completion of the recall remedy, dealer will print and provide the customer with the "N45/N46 Customer Tow Warning" statement.**



August 1, 2014

**TO: ALL CHRYSLER GROUP DEALERSHIPS**  
**ATTN: DEALER PRINCIPAL, GENERAL MANAGER, SERVICE MANAGER & PARTS MANAGER**  
**SUBJECT: N45/N46 REAR STRUCTURAL REINFORCEMENT – CUSTOMER DOCUMENT**

**IMPORTANT INFORMATION:**

It is necessary to provide our mutual customers the attached **"N45/N46 Customer Tow Warning"** document. If the customer's vehicle **did not** have a trailer tow package or trailer hitch present on the vehicle when it arrived at the dealership for completion of the recall remedy, we are requesting you print and provide to the customer the attached **"N45/N46 Customer Tow Warning"** document. This document warns customers their vehicle is NOT equipped to tow after the campaign OEM trailer hitch has been installed.

To support this effort, the **"N45/N46 Customer Tow Warning"** document can also be pulled down within [DealerCONNECT > Service > Repair Information > Global Recall System](#).

Please ensure dealership personnel are aware of this required **"N45/N46 Customer Tow Warning"** document and provide it to all affected customers before they leave the dealership.

**Mopar Service, Parts and Customer Care**

AUTHENTIC PERFORMANCE







CHRYSLER

---

August 01, 2014

**Uniform Dealer communication to Customer when the vehicle has had a trailer-hitch assembly installed where none existed before:**

“Your vehicle has been inspected in connection with the Rear Structural Reinforcement recall campaign, and an Original Equipment Manufacturer (OEM) trailer-hitch assembly has been installed. This assembly is intended to upgrade the rear structure, and, better manage the crash forces in certain types of low-speed rear impacts.

DO NOT attempt to tow with the campaign-installed trailer-hitch assembly. Your vehicle was not equipped with a Chrysler OEM trailer tow package, and this campaign trailer-hitch assembly does not include the necessary wiring harness and/or other heavy-duty components required for towing.”

**PARTS**

AUTOMATED REPLENISHED ORDER (ARO) PROCESS

**ORDER MANAGEMENT PROCESS (U.S.)**

Mopar will be managing the order replenishment for all Structural Reinforcements for both ARO and non-ARO dealers. The Structural Reinforcement part orders will be allocated shipped and guaranteed (ARO dealers only). Replenishment will be based on approved warranty claims for both ARO and non-ARO dealers.

**ARO Dealers:** Dealers will be receiving their replenishments via the ARO Structural Reinforcement program that was recently re-launched. Initial orders for ARO dealers will be guaranteed for 12 months to facilitate future returns without using their Return Allowance. We have made some additional modifications to the ARO Structural Reinforcement program to accommodate the N45 and N46 Structural Reinforcement.

- **BSL (Best Stocking Level):** Your ARO **Full Bin** quantity will be systematically populated for the Structural Reinforcement parts to reflect your assigned pallet quantity. The Full Bin will prevent your dealership's BSL (Best Stocking Level) from being greater than your pallet quantity\*. If your dealership would like additional pallets, you can contact your ARO Dealer advisor.

**\*Note: Most dealers will be receiving one pallet. There are some exceptions where dealers may receive an initial shipment of two pallets.**

- **BRP (Best Reorder Point):** To prevent "stock outs" we will be setting the BRP (Best Reorder Point) at approximately 50% of the BSL (Best Stocking Level). Dealers may receive an additional pallet before they have exhausted material from the first pallet. For example, parts with a BSL=7 will have a BRP=4.

**Non-ARO Dealers:** Dealer replenishments will be manually managed by Mopar. All replenishments will be based upon approved warranty claims. In order for this process to be successful, you **MUST** process your warranty claims in a timely manner.

**ORDER REPLENISHMENT PROCESS:**

US DEALERS	N45		N46		N47	
	CBXTN451AA		CBXTN461AA		CBXTN471AA	
	MSQ/PALLET=7		MSQ/PALLET=5		MSQ=1	
	ARO	NON-ARO	ARO	NON-ARO	ARO	NON-ARO
<b>INITIAL ORDER ALLOCATION METHOD</b>	Orders will be sent via normal initial order allocation (based on original sales)		Orders will be sent via normal initial order allocation (based on original sales)		Orders will be sent via normal initial order allocation (based on original sales)	
<b>INITIAL ORDER QUANTITY</b>	Most dealers will receive one pallet (7 pcs). There are some exceptions that will receive zero and others two pallets (14 pcs).		Most dealers will receive one pallet (5 pcs). There are some exceptions that will receive zero, two (10 pcs) or three (15 pcs) pallets.		To be announced in future communication	
<b>ORDER REPLENISHMENT</b>	ARO Structural Reinforcement Program	Mopar Manual Replenishment	ARO Structural Reinforcement Program	Mopar Manual Replenishment	ARO Structural Reinforcement Program	Mopar Manual Replenishment
<b>REPLENISHMENT TRIGGER</b>	Approved Warranty Claims		Approved Warranty Claims		Approved Warranty Claims	
<b>STOCKING LEVEL (BSL) /ORDER SIZES</b>	ARO Full Bin quantity will be systematically modified to equal initial order size and orders will be replenished to full bin.	Orders will be replenished to initial order quantity (pallets) based on Warranty Claims.	ARO Full Bin quantity will be systematically modified to equal initial order size and orders will be replenished to full bin.	Orders will be replenished to initial order quantity (pallets) based on Warranty Claims.	To be announced in future communication	
<b>OPEN ORDER STATUS INFORMATION</b>	Exel Logistics (734) 853-5822	Exel Logistics (734) 853-5822	Exel Logistics (734) 853-5822	Exel Logistics (734) 853-5822	Call Facing PDC	Call Facing PDC



## N45 AND N46

### U.S. DEALERS

For assistance tracking your shipments, please contact Exel at (734) 853-5822. For shipment discrepancies on N45 (CBXTN451AA) or N46 (CBXTN461AA), please follow the guidelines below:

	EVERY HITCH ON THE PALLET	SOME HITCHES ON THE PALLET	FASTENERS
SHORT / MISSING	Call Exel at (734) 853-5822	Submit an MRA in DealerCONNECT	Call Exel at (734) 853-5822
WRONG PART	Call Exel at (734) 853-5822	Submit an MRA in DealerCONNECT	Call Exel at (734) 853-5822
OVER	Call Exel at (734) 853-5822	Call Exel at (734) 853-5822	Call Exel at (734) 853-5822
DAMAGED	Submit an MRA in DealerCONNECT	Submit an MRA in DealerCONNECT	Call Exel at (734) 853-5822
MANUFACTURING DEFECT / IMPROPERLY MACHINED	Submit an MRA in DealerCONNECT	Submit an MRA in DealerCONNECT	Call Exel at (734) 853-5822

*If you submit a MRA and require replacement hitches, please contact your ARO Advisor (Non-ARO dealers please contact Mopar Expediting)*

Parts are guaranteed per ARO Guaranteed guidelines

The following claims are not allowed:

- Compromised Package
- Catalog Error
- Specifying Error
- Return Allowance
- Dealer-Generated Return

N47 Shipment discrepancies – Please follow normal MRA processes

## U.S. CUSTOMER VISIBILITY (DEALER/PDC)

The N45 and N46 Structural Reinforcement distribution process will follow the IDDS solution that has been in place since April, 2012. This communication is to remind you to take full advantage of the order-to-delivery tracking capability in this managed program.



**STEP 1**  
Enter username using all capital letters.  
Format is MOPAR,[DEALER CODE]

**STEP 3**  
Click "Login"

**STEP 2**  
Enter password using all capital letters. Format: at least eight characters and must contain at least one number and at least one special character (i.e. ! @ \$ etc.)

User Name

Password

\*Each Dealer/PDC will have one log on per location.

Message Center 0/0 | Welcome MOPAR\_BSMITH | Role CORP\_AU\_CUSTOMER\_VISIBILITY

[Information](#) | [Business Monitor](#) | [Logout](#) | [Help](#)

[Visibility Dashboard](#)

[Order Search](#)

[Change Password](#)



## Visibility Dashboard Menu

There are three queries that run once the Visibility Dashboard menu is clicked. The queries are:

### Open Orders

- Orders that have not been released using Ready to Ship by the supplier.

### In Transit Status

- Orders that have been released using Ready to Ship and are in transit from the supplier.

### Completed

- Orders that have been delivered to their final destination.



# PARTS TRANSPORTATION (EXEL)

## Open Orders results example:

EXEL 2

LOGISTICS

Version 5.3.5

Message Center 0.1.0

Welcome MOPAR-SMITH | Role: CORP-AL-CUSTOMER\_V0000121

Information | Business Monitor | Logout | Help

Decision Control Center

Vehicle Dashboard

Order Search

Change Password

Open Orders

In Transit Status

Completed

AL\_OR\_MOPAR OPEN ORDERS\_V1

DHC_Number	Dealer Order Number	Domain Name
47800214_1002	409053	MOPAR
47876714_1010	409104	MOPAR
47876729_1010	409119	MOPAR
48174674_0922	409437	MOPAR
48176204_1010	082431	MOPAR
48190903_0926	409447	MOPAR
48251769_0927	PR277	MOPAR
48297669_0926	409551	MOPAR
48299313_0926	000483	MOPAR
48306856_0922	091855	MOPAR
48308530_0926	091812	MOPAR
48314814_0926	020919	MOPAR
48333147_0924	AR2123	MOPAR
48334972_0924	009248	MOPAR
48335042_0924	409621	MOPAR
48335108_0924	409622	MOPAR
48335108_0926	409622	MOPAR
48335108_0928	409622	MOPAR
48335108_1002	409622	MOPAR
48335108_1004	409622	MOPAR
48335178_0924	0A0924	MOPAR
48335760_0924	092452	MOPAR
48336452_0924	092412	MOPAR
48336588_0924	009240	MOPAR
48336923_0924	240912	MOPAR
48336959_0924	409584	MOPAR
48336959_0924	409584	MOPAR

## In Transit Status results example:

Excel 2

LOGISTICS

Version 1.0.0

Decision Control Center

Vehicle Dashboard

Order Search

Change Password

Open Orders

In Transit Status

Completed

Message Center 0.1.0

Welcome MOPAR-SMITH | Role: CORP-AL-CUSTOMER\_V0000121

Information | Business Monitor | Logout | Help

AL\_OR\_MOPAR IN TRANSIT ORDERS\_V2

Status	Dealer Order Number	OMC_Number	Pickup From Supplier	Planned ETA	Updated ETA	Delivered Date	Weight	Origin ID	Origin	Origin City	State	Destination ID
🟡	409099	47876709_1010	10/31/2012	11/09/2012	11-06-2012		48.00 LB	180068	ADC_GLASS	BATAVIA	OH	91285000
🟡	409371	48078869_0808	11/15/2012	11/24/2012			28.00 LB	180068	ADC_GLASS	BATAVIA	OH	79024500
🟡	409400	40150672_0002	10/25/2012	11/05/2012	11-01-2012		20.00 LB	180068	ADC_GLASS	BATAVIA	OH	91285000
🟡	409483	48198480_0829	10/25/2012	11/05/2012	11-01-2012		3.00 LB	180068	ADC_GLASS	BATAVIA	OH	79727000
🟡	409481	48198480_0829	11/06/2012	11/15/2012	11-15-2012		83.49 LB	180068	ADC_GLASS	BATAVIA	OH	79965000
🟡	409480	48198481_0829	10/25/2012	11/05/2012	11-01-2012		15.00 LB	180068	ADC_GLASS	BATAVIA	OH	79726000
🟡	409478	48198483_0829	10/24/2012	11/02/2012	11-01-2012		2.00 LB	180068	ADC_GLASS	BATAVIA	OH	79813000
🟡	409478	48198483_0829	10/31/2012	11/09/2012	11-08-2012		63.49 LB	180068	ADC_GLASS	BATAVIA	OH	79813000
🟡	409475	48198496_0829	10/31/2012	11/09/2012	11-06-2012		63.49 LB	180068	ADC_GLASS	BATAVIA	OH	79968000
🟡	409472	48198498_0829	11/06/2012	11/15/2012	11-15-2012		73.49 LB	180068	ADC_GLASS	BATAVIA	OH	79965000
🟡	409466	48198503_0829	10/31/2012	11/09/2012	11-08-2012		10.00 LB	180068	ADC_GLASS	BATAVIA	OH	24096000
🟡	409439	48198976_0829	10/24/2012	11/02/2012			2.00 LB	180068	ADC_GLASS	BATAVIA	OH	91285000
🟡	409439	48198976_0829	10/31/2012	11/09/2012	11-08-2012		63.49 LB	180068	ADC_GLASS	BATAVIA	OH	91285000
🟡	409439	48198976_0829	11/07/2012	11/19/2012	11-20-2012		10.00 LB	180068	ADC_GLASS	BATAVIA	OH	HAYWARD_S...
🟡	409440	48198977_0829	10/24/2012	11/02/2012			2.00 LB	180068	ADC_GLASS	BATAVIA	OH	91227000
🟡	409440	48198977_0829	10/31/2012	11/09/2012	11-08-2012		70.49 LB	180068	ADC_GLASS	BATAVIA	OH	91227000
🟡	409440	48198977_0829	11/07/2012	11/19/2012	11-20-2012		10.00 LB	180068	ADC_GLASS	BATAVIA	OH	HAYWARD_S...
🟡	409445	48198981_0829	10/31/2012	11/09/2012	11-08-2012		63.49 LB	180068	ADC_GLASS	BATAVIA	OH	91285000
🟡	409447	48198983_0829	10/24/2012	11/02/2012	11-01-2012		2.00 LB	180068	ADC_GLASS	BATAVIA	OH	91285000
🟡	409447	48198983_0829	10/31/2012	11/09/2012	11-08-2012		63.49 LB	180068	ADC_GLASS	BATAVIA	OH	91285000
🟡	409448	48199049_0829	11/06/2012	11/19/2012	11-15-2012		10.00 LB	180068	ADC_GLASS	BATAVIA	OH	COMMERCE...

## Completed results example:

Excel 2010

LOGISTICS

Version 5.0.0

Message Center 0.1.0

Welcome MOPAR-SMITH | Role: CORP-AL-CUSTOMER\_V0000121

Information | Business Monitor | Logout | Help

Vehicle Dashboard

Order Search

Change Password

Decision Control Center

Open Orders | In Transit Status | Completed

AL\_OR\_MOPAR\_ORDERS\_COMPLETE\_V1

Status	Dealer Order Number	OMC_Number	Pickup From Supplier	Planned ETA	Updated ETA	Delivered Date	Weight	Origin ID	Origin	Origin City	State	Destination ID
	408971	47621465_0523	09/06/2012	09/17/2012			23.12 LB	180068	ADC_GLASS	BATAVIA	OH	79026000
	408968	47621467_0517	09/11/2012	09/20/2012		09-19-2012	20.31 LB	180068	ADC_GLASS	BATAVIA	OH	79011000
	408954	47622018_0523	09/12/2012	09/24/2012		09-26-2012	20.31 LB	180068	ADC_GLASS	BATAVIA	OH	79815000
	408942	47622162_0517	09/06/2012	09/17/2012			20.31 LB	180068	ADC_GLASS	BATAVIA	OH	79817000
	408943	47622163_0523	09/06/2012	09/17/2012			20.31 LB	180068	ADC_GLASS	BATAVIA	OH	79817000
	408941	47622164_0517	08/30/2012	09/10/2012			20.31 LB	180068	ADC_GLASS	BATAVIA	OH	29056000
	408948	47622165_0517	08/30/2012	09/10/2012			20.31 LB	180068	ADC_GLASS	BATAVIA	OH	29056000
	408936	47622169_0517	10/11/2012	10/22/2012	10-19-2012	10-18-2012	25.00 LB	180068	ADC_GLASS	BATAVIA	OH	79322000
	408921	47622319_0517	08/30/2012	09/10/2012			20.31 LB	180068	ADC_GLASS	BATAVIA	OH	91094000
	408916	47622324_0523	08/30/2012	09/10/2012	09-13-2012		60.93 LB	180068	ADC_GLASS	BATAVIA	OH	91279000
	408913	47622325_0523	09/13/2012	09/24/2012	09-26-2012		20.31 LB	180068	ADC_GLASS	BATAVIA	OH	91274000
	408910	47622329_0517	09/10/2012	09/20/2012			40.62 LB	180068	ADC_GLASS	BATAVIA	OH	79792000
	408906	47622780_0517	10/18/2012	10/29/2012	10-27-2012	10-30-2012	25.00 LB	180068	ADC_GLASS	BATAVIA	OH	29052000
	408907	47622781_0517	10/11/2012	10/22/2012	10-18-2012	10-17-2012	50.00 LB	180068	ADC_GLASS	BATAVIA	OH	79565000
	408902	47622785_0517	08/30/2012	09/10/2012		09-13-2012	20.31 LB	180068	ADC_GLASS	BATAVIA	OH	91269000
	408958	47628618_0518	08/29/2012	09/10/2012			40.62 LB	180068	ADC_GLASS	BATAVIA	OH	79734000
	AR1286		08/22/2012	09/03/2012			4494.00 LB	03117	SHERWOOD PDC	WARREN	MI	68200000
	AR1156		08/22/2012	09/03/2012			2247.00 LB	03117	SHERWOOD PDC	WARREN	MI	67870000
	409064	47829229_0625	08/27/2012	09/06/2012			18.01 LB	180068	ADC_GLASS	BATAVIA	OH	29050000
	409071	47845499_0627	08/30/2012	09/10/2012			101.55 LB	180068	ADC_GLASS	BATAVIA	OH	79795000
	409087	47876697_1010	10/11/2012	10/22/2012	10-23-2012	10-18-2012	0.00 LB	180068	ADC_GLASS	BATAVIA	OH	91274000
	409088	47876698_1010	10/11/2012	10/22/2012	10-23-2012	10-18-2012	0.00 LB	180068	ADC_GLASS	BATAVIA	OH	91274000

Legend for Indicators shown above:

INDICATOR	DETAILED DESCRIPTION
	Indicates the order has been released from the supplier but not picked up yet. At this point, the shipment is built and tendered. The next trigger is when carrier submits a status update departing the supplier.
	Indicates the order has left the supplier and is now in-transit. This indicator will stay yellow through the supply chain; crossdock, pool point, etc. unless there is an updated ETA beyond the original planned ETA.
	Indicates the order is now tracking late. While an order is in-transit, if there is a status update on the ETA that is beyond the original planned ETA, the order will turn RED. In case we make up time in-transit and the ETA is updated to be on or before the original planned ETA, the order will turn back to YELLOW.
	Indicates the order is delivered. Once the delivery status is updated, the order will turn GREEN and move from the "In-Transit" screen to the "Orders-Complete" screen.

## Order Search Menu

This menu, once selected, will open a search screen shown below. This will give the dealer options to search for their order rather than looking at a query of orders.

**OMC Number:** OMC number for Order

**Supplier:** Supplier Code of Order

**Dealer:** Dealer Code of Order

**Part Number:** Part on Order

**Customer Order Number:** Dealer Order Number

Example results of a search:

Status	Dealer Ord...	OMC Number	Pickup fro...	Planned...	Updated...	Delivered...	Weight	Origin ID	Origin	Origin City	State	Destination...	Dest
	409851	85491596_1106	11/07/2012...	11/19/2012...	11-20-2012	11-15-2012	3,997.20 LB	182056	ADC_GLASS	BATAVIA	OH	79755000	BELRI
	409851	85491596_1106	11/19/2012...	11/28/2012...	11-28-2012		838.00 LB	182056	ADC_GLASS	BATAVIA	OH	79755000	BELRI





Jeep®

## WARRANTY CLAIM PROCESSING INSTRUCTIONS



# WARRANTY BULLETIN

**TO:** Dealer Principal, Service Manager,  
Service Advisor, and Warranty Claims  
Administrator

**SUBJECT:** Recall N45 & N46 – Claim  
Processing Instructions – Level 5  
Corrosion/ Collision Damage

**NO:** D-14-14

**DATE:** August 1, 2014

**FOR:** All U.S. Dealers  
All U. S. Business Centers

### PURPOSE:

To communicate claim processing guidelines for submitting a Recall (S) reimbursement request on vehicles ONLY involved in Recalls N45 and N46 that exhibit Level 5 Corrosion / Collision Damage.

**Note:** *Level 5 Corrosion has been defined as: The inspection revealed damage or deterioration near the hitch attachment points which are incapable of supporting the proper installation of the hitch.*

### TIMING:

August 1, 2014

### ACTION:

**Always** run a *DealerCONNECT > VIP* to verify a vehicle is involved in Recalls N45 or N46. Vehicles with an open Recall will display a N45 or N46 Recall message in the "Warning Messages" section of VIP.

Reference Recall Notifications N45 and / or N46 for complete details and repair instructions.

In cases when your dealership is unable to perform the above referenced Recalls due to Level 5 Corrosion/Collision damage, perform the following steps:

- Take legible Image(s) of the affected area (*underbody carriage of hitch assembly area*)
- Complete the *Level 5 Corrosion/Collision Damage* form (*attached to this document*)
- Enter the Recall (S) claim using the Inspect LOP and Related Level 5 Corrosion / Collision Damage LOP identified in the Recall notification
- Attach the "*Level 5 Corrosion/Collision Damage*" form and legible image(s) to the Recall (S) claim following the RA process. (*Per Warranty Bulletin D-10-29*)

AUTHENTIC PERFORMANCE



Jeep®

## WARRANTY

CLAIM PROCESSING INSTRUCTIONS



AUTHENTIC PERFORMANCE



### ADDITIONAL INFORMATION:

The “Uniform Dealer Communication to Customer” document must be provided to the owner in cases when the Recall is not able to be performed due to Level 5 Corrosion or Collision damage (*document has been attached to this bulletin*).

Dealers can contact the STAR Support Line to speak with dedicated specialists for specific repair instructions and / or assistance in validating Level 4 or Level 5 Corrosion/Collision damage. STAR can be reached at: 1-800-850-STAR (7827).

Contact the Warranty Hotline at 1-888-255-2616 for assistance with claim processing instructions. Hours of operation are: Monday – Friday 8:00AM – 6:00PM EST.

The “**Level 5 Corrosion/Collision Damage**” can be found in the Recall Repair Notification and in *COMDASH > Category > Warranty Bulletins 2014*.

**Please ensure all affected dealership personnel are aware of this bulletin.**

### WARRANTY OPERATIONS

Chrysler Group LLC reserves the right to change any or all of the rules set forth in the Dealer Policy Manual and the Warranty Administration Manual by means of Warranty Bulletins and also by making the amended manual available to you on DealerCONNECT.



**Jeep**

**WARRANTY**

"UNIFORM DEALER COMMUNICATION TO CUSTOMER" STATEMENT

**This statement will be printed and provided to the owner after vehicle has been inspected and it has been determined that the vehicle condition prevents hitch installation.**



**CHRYSLER**

August 01, 2014

**Uniform Dealer communication to Customer when vehicle condition prevents hitch installation**

"Your vehicle has been inspected and determined to be incapable of supporting the proper installation of a hitch due to damage or deterioration near the hitch attachment points. We recommend that neither you nor a third-party install a hitch in the vehicle's current condition. Installing a hitch in the vehicle's current condition may degrade the structure surrounding the fuel tank, and the hitch may not be adequately affixed to the vehicle. If the damage or deterioration near the hitch attachments points of your vehicle is repaired, and your Chrysler dealer verifies that it will support the proper installation of a hitch, Chrysler will install an Original Equipment Manufacturer hitch free of charge."

# RECALLS N45, N46 AND N47 LEVEL 5 CORROSION/COLLISION DAMAGE UNABLE TO COMPLETE RECALL

## SELECT THE RECALL THAT APPLIES TO THE BELOW VIN

Recall N45

Recall N46

Recall N47

VIN (last 8 digits):

Repair Order #:

Inspection Date:

Dealer Code:

Dealer Contact &  
Phone Number:

### LEVEL 5 CORROSION/COLLISION DAMAGE:

Inspection revealed damage or deterioration near the hitch attachment points which are incapable of supporting the proper installation of the hitch.

### REASON FOR DENIAL:

Level 5 Corrosion/  
Collision Damage  
Inspection Revealed

By signing, owner is acknowledging that he/she has been advised by the Service Manager that, due to the existence of Level 5 Corrosion/Collision Damage, the condition of the vehicle (identified by VIN above) does not allow the installation of a Chrysler OEM hitch assembly or replacement mounting bolts. Owner further acknowledges that he/she has been advised what, if any, repairs (at customer's expense) are needed before installation can be performed.

Owner's  
Name:

Owner's  
Signature:

Date:

Service  
Manager:

Service  
Manager's  
Signature:

Date:

Owner provided the document explaining  
Level 5 Corrosion/Collision Damage detail:

Yes

No

Owner signature acquired:

Yes

No

August 01, 2014

**Uniform Dealer communication to Customer when the vehicle has had a trailer-hitch assembly installed where none existed before:**

“Your vehicle has been inspected in connection with the Rear Structural Reinforcement recall campaign, and an Original Equipment Manufacturer (OEM) trailer-hitch assembly has been installed. This assembly is intended to upgrade the rear structure, and, better manage the crash forces in certain types of low-speed rear impacts.

DO NOT attempt to tow with the campaign-installed trailer-hitch assembly. Your vehicle was not equipped with a Chrysler OEM trailer tow package, and this campaign trailer-hitch assembly does not include the necessary wiring harness and/or other heavy-duty components required for towing.”

August 01, 2014

**Uniform Dealer communication to Customer when vehicle condition prevents hitch installation**

“Your vehicle has been inspected and determined to be incapable of supporting the proper installation of a hitch due to damage or deterioration near the hitch attachment points. We recommend that neither you nor a third-party install a hitch in the vehicle’s current condition. Installing a hitch in the vehicle’s current condition may degrade the structure surrounding the fuel tank, and the hitch may not be adequately affixed to the vehicle. If the damage or deterioration near the hitch attachments points of your vehicle is repaired, and your Chrysler dealer verifies that it will support the proper installation of a hitch, Chrysler will install an Original Equipment Manufacturer hitch free of charge.”





### Which vehicles are involved?

MY 1993-1998 Jeep Grand Cherokee; MY 2002-2007 Jeep Liberty

### Why are these vehicles being recalled?

Chrysler Group maintains that there is no defect. Chrysler Group and The National Highway Traffic Safety Administration have agreed on this action to address the agency's safety concerns. Chrysler Group is also conducting this campaign to respond to public concern about the agency's position.

### Where will the owner notification letters be sent?

Chrysler Group will mail final notifications to current registered owners or the last-known registered owners of affected vehicles. Additional outreach by telephone and/or e-mail will be conducted as necessary.

### What will Chrysler do?

Following inspection, service technicians will install – subject to factors such as vehicle condition – trailer hitch assemblies that will better provide rear structural reinforcement. The trailer hitch assemblies will better manage crash forces in low-speed impacts. The cost of inspections and service will be borne by Chrysler Group.

The scenarios below advise the owner on what the general action(s) will be.

IF YOUR VEHICLE IS:	AND:	THEN:
MY 1993 to 1998 Jeep Grand Cherokee (N45) or MY 2002 to 2007 Jeep Liberty (N46)	You have a factory, MOPAR, or aftermarket installed trailer hitch	You will be asked to take your vehicle to the dealership for inspection to ensure the trailer hitch meets Chrysler specifications; Chrysler will install an upgraded trailer hitch if necessary. This is providing the condition of the vehicle can support proper installation. All owners will receive an interim letter advising of our intent, followed by a final notification advising them that parts are available and they may contact their dealership to schedule the inspection and repair if necessary.
	You do not have a factory, MOPAR, or aftermarket installed trailer hitch	You will be asked to take your vehicle to the dealership. Chrysler will install a trailer hitch if necessary. This is providing the condition of the vehicle can support proper installation. All owners will receive an interim letter advising of our intent, followed by a final notification advising them that parts are available and they may contact their dealership to schedule repairs.
MY 1999 to 2004 Jeep Grand Cherokee (N47)	You have an aftermarket installed trailer hitch	You will be asked to take your vehicle to the dealership for inspection to ensure the trailer hitch meets Chrysler specifications; Chrysler will install an upgraded trailer hitch if necessary. This is providing the condition of the vehicle can support proper installation. All owners will receive a notification with instructions to contact their dealer for an inspection and repair if necessary.
	If you have a factory or MOPAR installed trailer hitch	You may be asked to have your vehicle inspected; however these vehicles are not part of a safety recall. All owners will receive a notification with instructions to contact their dealer for an inspection and repair if necessary.
	You do not have a factory, MOPAR, or aftermarket installed trailer hitch	Action may be to install a trailer hitch; however, these vehicles are not part of a safety recall. All owners will receive a notification with instructions to contact their dealership to schedule repairs.

**What should an owner do if they have an affected vehicle?**

Owners should immediately contact their dealers on receipt of a recall letter.

**Is the vehicle safe to drive?**

The affected vehicles met or exceeded all federal safety standards at the time they were first sold. Chrysler Group and the National Highway Traffic Safety Administration have agreed on this action to address the agency's safety concerns. Chrysler Group is also conducting this campaign to respond to public concern about the agency's position.

**What if you are an affected owner who already paid for this repair?**

Owners should be advised to contact Customer Care at 1-800-853-1403 and request reimbursement.

**Where should the owner take their vehicle to have the recall repairs performed?**

Any Chrysler, Dodge, Jeep, Ram dealer can perform the inspection and, if necessary, the required installation.

**When will parts be available for the vehicle?**

Parts are now in dealer inventories. On receipt of a recall notice advising that service is available, owners should immediately contact their dealers.

**When can affected owners reasonably expect to be able to get their car fixed?**

Service will be available beginning in August, 2014.

**What exactly is the repair? How long will it take?**

Affected vehicles will be inspected to determine if they are equipped with factory-installed trailer hitches. If so, they will only receive a label recommending the ball and ball mount be removed when the vehicle is not actually towing. If not, subject to their condition, they will be fitted with trailer hitch assemblies that afford rear structural reinforcement. Trailer hitches that were not factory-installed will be inspected for irregularities such as sharp edges. If such conditions are found, those hitches will be replaced with trailer hitch assemblies, provided that the vehicles can accommodate installation. (Excessive rust and/or damage may preclude installation of the trailer hitch assemblies.)

**Can the owner use the new hitches to tow?**

The trailer hitch assemblies installed as part of this campaign are intended to upgrade the rear structure and better manage the crash forces in certain types of low-speed rear impacts. Hitch-balls will not be installed and owners are not advised to operate their vehicles with exposed hitch-balls.

**Who is eligible for a rental vehicle?**

Dealers are encouraged to provide owners with Alternate Transportation when appropriate. Review WB D-11-01 and D-11-53 for complete details.

**Who should the owner call to get more information?**

Call Chrysler Group's Customer Information Center at 1-800-853-1403.

**What is the timing for parts availability versus the Recall mailer cadence?**

The initial shipment of recall parts was distributed to local dealerships starting the week of July 21st, 2014. In addition, the N45/N46/N47 recall parts will be included in the ARO recall parts distribution plan. There was a DealerCONNECT DMail sent on July 14, 2014 notifying dealers of the re-order process.

**The owner will be reimbursed their cost if they have already purchased an OEM trailer hitch. What if owners request to be reimbursed for an aftermarket hitch they purchased prior to the launch of this recall?**

Requests of this nature should be reviewed by the Area Manager, Business Center and/or Chrysler Customer Assistance Center case manager.

**Are there any new vehicle purchase incentives available for owners impacted by this recall?**

There are no specific new vehicle purchase incentives being offered at this time.

**What are the provisions on a requested vehicle replacement or “buy back”?**

Requests of this nature should be reviewed by the Area Manager, Business Center and/or Chrysler Customer Assistance Center case manager.

**What are the provisions for approving alternate transportation during repair completion of the recall?**

Dealers are encouraged to provide owners with alternate transportation when appropriate. Dealers should follow WB D-11-01 and D-11-53, or any other applicable alternate transportation Warranty Bulletin per Business Center for complete details.

**What is Mopar’s position about towing with the vehicle once the recall is completed?**

The trailer-hitch assemblies installed as part of this campaign are intended to upgrade the rear structure and better manage the crash forces in certain types of low-speed rear impacts. Hitch-balls will not be installed and owners are not advised to operate their vehicles with exposed hitch-balls.

**Are the vehicles safe to drive?**

The affected vehicles met or exceeded all federal safety standards at the time they were first sold. Chrysler Group and the National Highway Traffic Safety Administration have agreed on this action to address the National Highway Traffic Safety Administration’s safety concerns. Chrysler Group is also conducting this campaign to respond to public concern about the agency’s position.

**Are allocated parts volumes based on NVDR’s or vehicle registrations/vehicles assigned to dealers?**

Allocated part volumes were based off vehicles assigned to respective dealers.

**Owners will be advised when they can schedule service but also told to contact their dealership right away.**

Upon receipt of the official Recall Notification from Chrysler Group, owners should contact their preferred authorized Chrysler, Jeep, Dodge and Ram dealer to schedule a service appointment.

**What should be communicated to the owners when the recall cannot be performed due to vehicle condition?**

Refer to the “Uniform Dealer Communication to Customer” when the vehicle condition prevents hitch installation document.

**Do dealers need to make sure the hitch assemblies they receive have the required hardware prior to scheduling an appointment with the owner?**

Instruct dealers to inspect every pallet of Trailer Hitch Packages to ensure they have the necessary bolts to install the part. If the parts are missing, instruct to order CBXTN452AA (Trailer Hitch Bolt Kit).



---

**How does a dealership verify if an existing trailer hitch is OEM or aftermarket?**

The replacement Rear Structural Reinforcement has been built identical to the existing OEM hitch. If the existing trailer hitch does not look to be identical to part number CBXTN451AA (trailer hitch assembly), it is an aftermarket trailer hitch. This information is also found in the repair instructions of the recall.

**Will parts replenishment only be done in pallet quantities or lessor quantities as the recall numbers decline?**

Pallet quantities will be reduced at some point during the campaign as demand declines. Parts will be offered in MSQ 7 or MSQ 1. This will be communicated as it becomes available.



**I did not receive an initial allocation. How do I get parts? (See page 14)**

Initial orders are based upon original sales quantities (VINS) for the affected vehicles. If you did not receive an initial allocation, it was because you did not have enough sales to warrant a full pallet of parts (N45 & N46 only). If you would like to receive parts, please email the following: [Hitch-Support@chrysler.com](mailto:Hitch-Support@chrysler.com)

**I don't have enough parts. How can I increase my stocking level?**

**ARO Dealers:** We have set the full bin quantity to equal one pallet of material. If you feel you would like to stock additional pallet quantities, please contact your ARO Dealer Advisor.

**Non-ARO Dealers:** Contact Expediting or email [Hitch-Support@chrysler.com](mailto:Hitch-Support@chrysler.com)

**Why isn't ARO reordering, my inventory is below the reorder point?**

The ARO campaign program reorders based upon Warranty Inventory (WINV). WINV will only decrement when a warranty claim is processed/approved. It is imperative that you process your warranty claims in a timely manner. If you need to have your WINV adjusted, contact your ARO Dealer Advisor.

**How can I stop the part from ordering?**

**ARO Dealers:** Contact your ARO Dealer Advisor

**Non-ARO Dealers:** Contact Expediting or email [Hitch-Support@chrysler.com](mailto:Hitch-Support@chrysler.com)

**What should I do if I never received my initial order?**

If you have verified that an order was created in DealerCONNECT, create a MRA shortage claim (refer to MRA instructions). Also make sure to contact your Dealer advisor or [Hitch-Support@chrysler.com](mailto:Hitch-Support@chrysler.com) to request that a new order be created.



## **STAR SUPPORT: (800) 850-STAR (7827)**

- If your dealership is having difficulty determining Level 4 and / or Level 5 Corrosion, contact a dedicated STAR agent for further assistance. Select "Part or Labor Operation Restriction." Enter part number (digits only) for part number CBXTN453AA or CBXTN463AA or CBXTN471AA (digits 453 or 463 or 471). Star Support is available 24 hours/7 days a week for technical concerns relating to recall campaigns N45/N46/N47.

## **EXEL: (734) 853-5822**

- For assistance with open order status, tracking shipments, or shipment discrepancies on N45 (CBXTN451AA) or N46 (CBXTN461AA).

## **WARRANTY HOTLINE: (888) 255-2616**

- Questions regarding claim processing instructions and guidelines for recall N45, N46 and N47 can be directed to the Warranty Hotline. Hours of operation are M-F 8:00AM-6:00PM (EST).