



July 29, 2015

Attention: All Field and Dealership Personnel

Subject: FCA/NHTSA Consent Agreement - Handling Customer Trade Assist/Recall Completion Incentive Inquiries for N45/N46

Recall	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 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 repairs 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.).”

“The details of the recall completion incentive and trade assist offers will be defined in the coming weeks, and all customers whose vehicles are included in these populations will be contacted in the next 30 days.”

“Customers involved in upcoming Customer Service Notification (CSN) campaign N47 will be contacted, by mail, with next steps, in mid-September. At this time, no action is required by owners in this population.”

Note: Details regarding mechanism for trade assist or recall completion incentive are currently being finalized. Affected customers who have not had N45/N46 repairs completed will be contacted in the next 30 days with details.

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.d

