



# **Dealer Recall Communication Guide 2015**

**Includes Press Release Communications and  
Estimated Timing for Recall Release**

## MANAGING RECALLS AND CUSTOMER COMMUNICATION:



**Press Release Communications**



**Estimated Timing for Recall Release**

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

**CUSTOMER VERBIAGE**

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

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

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

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

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

**ADDITIONAL INSTRUCTIONS & REFERENCE**

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

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

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

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



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

### CUSTOMER VERBIAGE

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

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

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

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

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

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

### ADDITIONAL INSTRUCTIONS & REFERENCE

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

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



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

### CUSTOMER VERBIAGE

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

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

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

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

### ADDITIONAL INSTRUCTIONS & REFERENCE

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

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

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



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

### CUSTOMER VERBIAGE

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

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

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

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

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

### ADDITIONAL INSTRUCTIONS & REFERENCE

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

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

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



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

### CUSTOMER VERBIAGE

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

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

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

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

“Parts are **NOT** currently available to perform recall repairs. As such, interim letters were sent to affected owners in February 2015.”

“FCA is finalizing development of a new design; production will commence immediately after. FCA is making every effort to provide the recall repair/part as quickly as possible. FCA will contact affected customers again, by mail, with a follow-up recall notice, when the remedy part is available. **Our current ETA for this final notification is Q1 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, R06 repair must still be completed once parts become available.*

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



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

#### CUSTOMER VERBIAGE

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

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

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

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

#### ADDITIONAL INSTRUCTIONS & REFERENCE

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

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

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





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

#### CUSTOMER VERBIAGE

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

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

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

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

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

#### ADDITIONAL INSTRUCTIONS & REFERENCE

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

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



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

**CUSTOMER VERBIAGE**

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

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

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

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

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

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

**ADDITIONAL INSTRUCTIONS & REFERENCE**

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

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



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

### CUSTOMER VERBIAGE

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

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

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

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

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

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

### ADDITIONAL INSTRUCTIONS & REFERENCE

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

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



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

### CUSTOMER VERBIAGE

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

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

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

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

### ADDITIONAL INSTRUCTIONS & REFERENCE

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

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



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

### CUSTOMER VERBIAGE

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

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

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

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

### ADDITIONAL INSTRUCTIONS & REFERENCE

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



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

### CUSTOMER VERBIAGE

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

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

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

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

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

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

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

### ADDITIONAL INSTRUCTIONS & REFERENCE

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

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



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

### CUSTOMER VERBIAGE

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

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

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

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

“FCA intends to repair your vehicle free of charge (parts and labor). However, **the parts required to provide a permanent remedy for this condition are currently not available.** FCA is making every effort to obtain these parts as quickly as possible. FCA will contact you again by mail, with a follow-up recall notice, when the remedy parts are available. **Our current ETA for this final notification is Mid-December 2015.**”

### ADDITIONAL INSTRUCTIONS & REFERENCE

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



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

### CUSTOMER VERBIAGE

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

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

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

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

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

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

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

### ADDITIONAL INSTRUCTIONS & REFERENCE

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





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

### CUSTOMER VERBIAGE

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

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

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

“The condition may also be preceded by the illumination of a dashboard warning light. Customers who observe this are urged to contact their dealers.”

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

“FCA intends to repair your vehicle free of charge (parts and labor). However, **the parts required to provide a permanent remedy for this condition are currently not available.** FCA is making every effort to obtain these parts as quickly as possible. FCA will contact you again by mail, with a follow-up recall notice, when the remedy parts are available. **Our current ETA for this final notification is mid January, 2015.**”

### ADDITIONAL INSTRUCTIONS & REFERENCE

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



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

R46 | November 2015



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

**CUSTOMER VERBIAGE**

“FCA US LLC is recalling an estimated 156,498 heavy-duty trucks in the U.S. to inspect and repair, as required, bracket welds that may lead to diminished steering response.”

“An investigation by FCA US discovered certain supplied steering components may have welds with insufficient fusion. This may lead to separation, which may affect steering; capability remains, but with diminished response.”

“The Company is unaware of any related injuries. FCA US is aware of a single minor accident related to the condition.”

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

**“Affected customers will be advised in November to contact their dealers and schedule an inspection. If warranted, the brackets will be repaired. A second mailing will then advise customers to have their dealers install a reinforcement bracket, provided their vehicles were not repaired in the campaign's first phase. All service will be performed at no cost.”**

**ADDITIONAL INSTRUCTIONS & REFERENCE**

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



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

### CUSTOMER VERBIAGE

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

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

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

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

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

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

### ADDITIONAL INSTRUCTIONS & REFERENCE

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



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

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

### CUSTOMER VERBIAGE

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

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

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

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

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

### ADDITIONAL INSTRUCTIONS & REFERENCE

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



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

### CUSTOMER VERBIAGE

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

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

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

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

### ADDITIONAL INSTRUCTIONS & REFERENCE

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

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



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

### CUSTOMER VERBIAGE

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

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

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

“FCA intends to repair these vehicles free of charge (parts and labor). Service may involve ABS module replacement, wiring repair, and/or sealing certain connections to protect against moisture. **The current ETA for these replacement components and final owner notification is December 18, 2016.**”

### ADDITIONAL INSTRUCTIONS & REFERENCE

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

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

Handling Customer Inquiries for Safety  
Recall **R63** – Brake Vacuum Tube  
Assembly

R63 | December 2015



Recall/Action	Population
R63 Brake Vacuum-Tube Assembly	2013-14 (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.”

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

“An FCA US investigation identified certain model-year 2013-14 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.”

“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.”

“FCA intends to repair these vehicles free of charge (parts and labor). FCA is currently in the process of accumulating recall repair parts. Affected customers will be advised when they may schedule service, which involves an inspection and vacuum-tube replacement. If oil is found in the vacuum tube, dealers will also replace the vacuum pump, brake booster and master cylinder.”

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** The recall is limited to model-year 2013-14 Dodge Dart sedans produced before Jan. 24, 2014. It also affects an estimated 11,996 cars in Canada; 3,705 in Mexico and 444 outside the NAFTA region.

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



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

### CUSTOMER VERBIAGE

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

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

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

“FCA intends to repair these vehicles free of charge (parts and labor). FCA is currently in the process of accumulating recall repair parts. Affected customers will be advised when they may schedule service, which involves replacement of the ignition-switch contact holder.”

### ADDITIONAL INSTRUCTIONS & REFERENCE

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

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