



At your service

IMPORTANT T56 SAFETY RECALL ANNOUNCEMENT

OCCUPANT RESTRAINT CONTROLLER

(2012 - 2013 CHRYSLER 200/DODGE AVENGER & 2012 JEEP LIBERTY)

RECALL OVERVIEW

Mopar would like to inform you of important information regarding the T56 Safety Recall that impacts certain 2012 – 2013 Chrysler 200/Dodge Avengers as well as 2012 Jeep Liberty vehicles. These vehicles may experience an illuminated Airbag Warning Lamp due to a failure in the Occupant Restraint Controller (ORC). This may result in the inability of the vehicle to deploy active headrests during certain rear-end crashes. This may increase the risk of injury to the front seat occupants during rear-end crashes.

NOTE: 2012–2013 model year Chrysler 200 / Dodge Avenger vehicles can be repaired under this campaign or Safety Recall S61. The remedied ORC for S61 contains the remedy for this campaign. Vehicles that have had Safety Recall S61 completed will be removed from this campaign and these customers will not be notified of safety recall T56.

VIP & CLAIM HANDLING: Chrysler 200 and Dodge Avenger Vehicles that have NOT had S61 completed will show both T56 and S61 open in VIP. Only one ORC will need replacement therefore an inspection LOP is provided to clear the recall that is a duplicate. Please utilize the below LOPs on whichever Safety Recall claim does not get closed with the ORC replacement LOP. ORC replacement should not occur twice. The inspection LOP should be placed on the same claim in a separate condition. The inspection LOP pays .2 hrs.

- S61 Inspection LOP: 08 - S6 - 11 - 81
- T56 Inspection LOP: 08 - T5 - 61 - 81

Please reference the overview below of the customer notification, parts availability and dealer instruction launch plan broken out by model.

RECALL LAUNCH AND COMMUNICATION OVERVIEW

VEHICLE	CUSTOMER NOTIFICATION DATE	PARTS AVAILABILITY	DEALER INSTRUCTIONS
2012 - 2013 Chrysler 200 & Dodge Avenger (JS)	All customers who have <i>not</i> had Safety Recall S61 completed will be notified by mail of Safety Recall T56 starting on 12/4/2017 . This will be a <u>final</u> owner notification as parts will be available for repair.	Parts will be available on 11/30/2017 . Parts can be ordered normally through DealerCONNECT with no restrictions. <i>An initial shipment of parts will NOT be deployed.</i>	Available on 11/30/2017
2012 Jeep Liberty (KK)	All customers will be mailed an <u>interim</u> owner notification for safety recall T56 starting on 12/4/2017 stating that parts are not yet available to repair their vehicle. <u>Final</u> owner notification that parts are available is estimated to be mailed in Q1 2018 .	Parts blocked until time of final owner notification.	Dealer instructions for Jeep Liberty vehicles will be made available at time of Chrysler 200 & Dodge Avenger launch (11/30), but will not be used until final owner notification is made.

➔ Please ensure all Service Personnel including Service Management, Advisors, and Technicians, Parts Personnel, Business Development Center Personnel and Warranty Administrators are aware of this communication to ensure customers impacted are properly advised and the recall is completed correctly.

FCA appreciates your continued support to complete all applicable recalls on these customers' vehicles!