



NEW! IN-VEHICLE RECALL MESSAGING

COMING CUSTOMER OUTREACH ON THE S73 AND T26 RECALLS

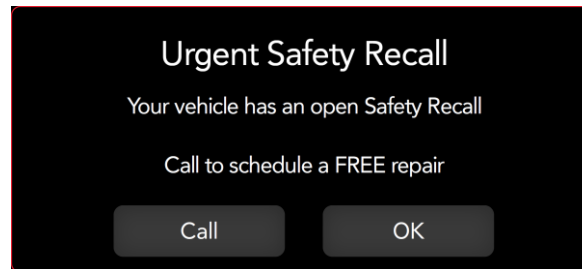
NEW CUSTOMER OUTREACH METHODS FOR RECALLS

Mopar is excited to announce a new method to reach customers impacted by a recall! Select vehicles equipped with an RA3 or RA4 radio ('13 - '18 Model Year) that have a registered Uconnect account have the capability to receive and display messages alerting the customer of an open recall on their vehicle. This message can be deployed by FCA when campaign completions warrant additional customer contact.

Below are a few key points about the message that will be displayed to the customer.

- This message will be deployed by FCA and notify the customer of the recall that is open on the vehicle. It will direct the customer to contact the Customer Assistance Center or their dealer.
- Customers will be able to select two options:
 - Call the Customer Assistance Center who will work to arrange an appointment at their dealer.
 - Acknowledge the receipt of the message by clicking "ok."
 - If the message is ignored, the pop up will continue each key cycle.

Below is a look at the message that will be displayed:



ACTION REQUESTED

- Please ensure all Service Personnel including Service Management, Advisors, Business Development Center Personnel and Warranty Administrators are aware of this communication to properly handle customers impacted by this Recall that are notified via this new method.
- As this notification requires a registered Uconnect account, it is important to ensure all dealership employees know the importance of helping a customer activate their Uconnect account at new vehicle delivery or in the service drive. This will ensure they receive these important communications when deployed. This helps reduce dealership expense in performing recall outreach.

S73 AND T26 SAFETY RECALL INFORMATION

- In vehicle messaging will be deployed to affected vehicles that have not had recall the S73 or T26 Recalls completed.
- Notification will be deployed on **12-6-2017**
- Recall overview below

RECALL #	VEHICLE IMPACTED	RECALL DESCRIPTION	"IN VEHICLE MESSAGING" DEPLOYMENT DATE
T26	2017 Jeep Compass	Left front half shaft engagement	12/6/2017
S73	2017 Jeep Grand Cherokee	Rear tow hook or tow eye brace	12/6/2017

FCA appreciates your continued support to provide convenient options to customers encouraging recall completion!