

## Freeman Chris 2 (FCA)

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**From:** Burks Greg (FCA)  
**Sent:** Monday, August 22, 2016 11:56 AM  
**To:** Collins Michael (FCA); Freeman Chris 2 (FCA); Baker Jennifer (FCA); Lindow Shelly (FCA)  
**Subject:** Fleet Recall Communication - Please upload to portal;  
**Attachments:** S44 combo.pdf  
  
**Importance:** High

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**From:** Burks Greg (FCA)  
**Sent:** Monday, August 22, 2016 11:54 AM  
**To:** Greg Burks ([gsb11@chrysler.com](mailto:gsb11@chrysler.com))  
**Subject:** FCA - Safety Recall S44 / NHTSA 16V-461 - Transaxle Oil Pump;  
**Importance:** High

**My apologies if any on you previously received this notification. It is being resent as I've been sent several inquiries about it not being received.**

To all this may concern or apply,

Attached to this document is a combined dealer letter and owner letter file for **Safety Recall S44 / NHTSA 16V-461 - Transaxle Oil Pump;**

### **Models Effected:**

#### **2015 - 2016 (RT) Dodge Grand Caravan / Chrysler Town & Country**

**\*NOTE:** This recall applies only to the above vehicles equipped with a 3.6L engine (**sales code ERB**) and an automatic transaxle (**sales code DG2**) built from July 31, 2015 through April 18, 2016 (**MDH 073106 through 041810**).

#### **2016 (JC) Dodge Journey**

**\*NOTE:** This recall applies only to the above vehicles equipped with a 3.6L engine (**sales code ERB**) and an automatic transaxle (**sales code DG2**) built from August 17, 2015 through January 29, 2016 (**MDH 081720 through 012916**).

#### **2016 (VF) RAM ProMaster**

**\*NOTE:** This recall applies only to the above vehicles equipped with a 3.6L engine (**sales code ERB**) and an automatic transaxle (**sales code DG2**) built from August 12, 2015 through April 15, 2016 (**MDH 081216 through 041511**).

- [The dealer notification will be released onto DealerCONNECT August 12th.](#)
- [The owner letters are scheduled to be mailed out the week of August 15th<sup>th</sup>.](#)

**To find out if you have any effected vehicles please follow the directions below:**

**\*VERY IMPORTANT NOTE:**

The effected vehicle VIN#'s may not yet be loaded into the FCA recall inquiry system at the time of this notice being sent. It is highly recommended that you do not perform any effected vehicle/VIN# related inquiries in regards to this or any FCA recall until **the dealer letter release date.**

**\*The process to retrieve and view Recall & RRT vehicle information is available through the FCA Fleet Operations website:**

- 1) Go to the FCA Fleet website; [www.fcausfleet.com](http://www.fcausfleet.com)
- 2) On the upper right side of the home screen click on "Customer Tools"
- 3) A drop down box will appear, Click on "Recall Inquiry"
- 4) Again, click on "Recall Inquiry" - **\*Note: At this point you will need to log on with your previously assigned SID and password.**
- 5) Once logged in it will open a new page; "Recall - Rapid Response Inquiry" where you will input your formatted in text (.txt) VIN list file.
- 6) **\*NOTE:** If you are unfamiliar with how to perform the recall/RRT retrieval process please toggle back to the [Fleet website/Customer Tools](#) page and click on "Fleet Recall Procedures Process"

If you have any questions, please feel free to email or give me a call.

Thanks in advance - Greg

*Greg Burks*

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