



**Attn:** FCA Dealers and Dealership Personnel

Please [click here](#) to view the important Pacifica Hybrid T34 Recall announcement video from Jim Sassorossi, Director of Dealer Support, Warranty Operations & Fleet Service.

**The Video Covers:**

- The urgency of the recall
- The type of recall and action needed to be taken by the dealer
- Actions taken to contact customers and schedule service
- Transportation options offered by FCA
- Goodwill offers
- LOP reimbursement for dealer actions
- When to follow up with customers to ensure satisfaction.

[Click here](#) to download the **Service Instructions** and a sample of the owner notification letter. The information is located in Recall Central as well.