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Safety Recall T34 Service Announcement and Resource Guide

By Mopar on Thursday, September 14, 2017



SAFETY RECALL T34 SERVICE ANNOUNCEMENT AND RESOURCE GUIDE

As you are aware, the remedy for Safety Recall T34, for Pacifica Plug-In Hybrid Electric Vehicles (PHEV) built from October 12, 2016 through June 21, 2017 is available.

Because this recall is occurring mid-launch, we are taking specific actions to ensure a non-disruptive experience for our customers.

Please view the important Pacifica PHEV - Safety Recall T34 [announcement video](#) from Jim Sassorossi, Director of Dealer Support, Warranty Operations & Fleet Service that highlights the actions to be taken to ensure customer satisfaction.

More than ever, we are counting on your expertise and support to provide these customers, and their vehicles, highest priority. And, we stand ready to provide technical support, comprehensive procedures, and most importantly, reimbursement for your extraordinary efforts.

The Safety Recall T34 Resource Guide (found [here](#)) encompasses owner communication, dealer procedures, required parts, owner outreach, service processes, FAQs, and contact information to ensure an exceptional level of customer service and efficient execution in the repair process.

Thank you for your support and commitment to Mopar service quality.

ATTACHED:

Who received this in my dealership?

Request ID: 36757 (Expires 12/31/8900)

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