



T59 SAFETY RECALL CLAIM GUIDELINES

DOCUMENTATION NEEDED FOR UNCONFIRMED OR INCOMPLETE REPAIR
ON BRAKE BOOSTER WATER SHIELD FOR 11-14 GRAND CHEROKEE/DURANGO

Verification of proper water shield installation is required for warranty reimbursement and completion of the T59 Brake Booster Safety Recall. Certain vehicles that recently had repair visits for the T59 recall may still show an open status on the recall due to improper repair or missing/inconclusive photo documentation of the repair.

To ensure our mutual customers' safety, FCA US is requesting that dealers with open or rejected T59 claims take the following steps:

- Contact the customer to schedule them for an appointment.
- Inspect the vehicle to ensure proper water shield placement and if incorrect, properly repair the vehicle per the Service Recall Instructions
- Document the repair via the below guidelines and submit with the warranty claim per the recall service instructions. Corrected pictures can be added and resubmitted on returned claims. Rejected claims will require a new claim be submitted with proper documentation.

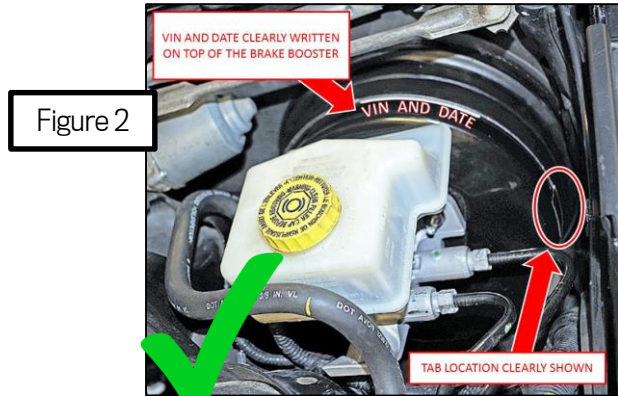
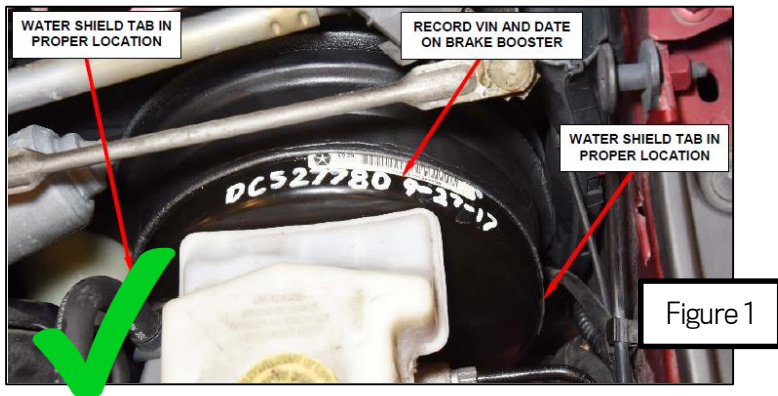
If the vehicle owner is not contacted by the dealership within 45 days of this notice, FCA US will conduct outreach on behalf of the dealer to try to reschedule service and ensure proper repair has taken place.

ACCEPTABLE PHOTO DOCUMENTATION

To provide this verification, clear photo documentation showing the information listed below must to be attached to the recall claim:

- Evidence of proper water shield tab alignment (as shown in figure 1 and 2)
- The VIN of the vehicle (written on top of the booster as shown in figure 1)
- The date of the inspection/repair, (written on top of the booster as shown in figure 1)

Below are some examples of acceptable and unacceptable photo documentation. **Please note that a picture of the side of the booster as shown in figure 2 below is acceptable and can provide sufficient evidence of proper water shield installation.** For further instruction please reference the T59 Brake Booster Safety Recall for details.



UNACCEPTABLE PHOTO DOCUMENTATION



VIN/date written on the face of the brake booster instead of the top.



Picture does not show any tab locations and therefore unable to verify proper repair.



Picture has been altered to add VIN and date. This is warranty fraud and will not be accepted.



IMPORTANT T59 SAFETY RECALL UPDATE

BRAKE BOOSTER WATER SHIELD ON 11-14 GRAND CHEROKEE/DURANGO

T59 REPAIR PROCEDURE SUPPORT

To support the proper repair of vehicles affected by the T59 Safety Recall a number of resources are available:

- Recall Service Instructions Installation sheet included with the water shield (part# CBXNP143AB)
- Tech Tube Video available in TechConnect under the announcements section (3 minutes)

It is imperative that these instructions be followed to ensure the Brake Booster Water Shield is installed correctly with the tab edges flush with the edge of the brake booster and located at the three o'clock and nine o'clock positions.

***Please note that to verify proper repair, a picture must be taken of the brake booster clearly showing the water shield tab location as well as the VIN and date marked on the top of the booster. Failure to repair or document correctly will delay or inhibit claim payment and recall closure.**

T59 CLAIM SUBMISSION PROCESS & REQUIRED PHOTO DOCUMENTATION

To ensure proper repair has been performed, FCA US requires a photograph attached to the submitted safety recall claim showing the brake booster water shield tab, VIN and date (see page 28, figure 30 of the T59 recall instructions).

Please ensure that the picture included with the claim shows the following:

- Proper positioning of the water shield on the brake booster (at least *one* water shield tab is visible). This is critical to ensure proper placement. **Claims with pictures that do not show the proper tab alignment will be returned.**
- The recorded VIN and date written on the outer circumference of the booster

If needed, more than one picture per claim can be submitted to ensure all requirements are visible.

Please consider utilizing a camera flash or shop light to make the tab location more visible in the picture.

- ➔ Please ensure all applicable Personnel especially Service Management, Technicians and Warranty Administrators are aware of this communication to ensure vehicles are properly repaired and the needed documentation is provided.

Remember to refer to DealerCONNECT's **RECALL**  **CENTRAL** for all Campaign Communications.

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