

**Improper T59 Recall Repair**By **Southeast BC** on Thursday, June 21, 2018

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**Attention:**

Dealer Principal  
General Manager  
Service Manager

Your dealership has been identified as improperly completing one or more T59 recall(s). The safety of our mutual customer is extremely important, and we need your immediate action in resolving this concern.

A few years ago, FCA launched P14 safety recall to install a protective shield on the affected vehicles' brake booster. FCA subsequently found instances with the shield improperly installed. To ensure the safety of our customers, FCA relaunched the recall as T59, requiring the brake booster shield to be inspected, and if necessary, repaired per the instructions outlined in the T59 recall. In this repair process, the dealership is required to provide a picture of the properly installed shield, with the inspection/repair DATE and VIN listed on the shield.

FCA received one or more T59 recall claim(s) from your dealership that did not include the required digital image. At the beginning of April, FCA requested the digital image supporting your respective recall claim(s), and to date, have not received it.

**What's required:**

Dealership must provide clear photo documentation to support the recall repair.

- Contact the customer to schedule an appointment
- Inspect, and if necessary, repair the vehicle per the recall instructions
- Document the repair following the guidelines outlined in the repair process

Mopar includes detailed service instructions with each T59 repair kit, and has a 3-minute "Tech Tube" video available on TechConnect to ensure technicians understand the repair requirements.

To avoid charge-backs associated with this repair(s), please ensure the recall is properly completed by Jun 30.

If you have further questions or concerns regarding this initiative, please reach out to your Area Manager or Tech Advisor. We appreciate your immediate action on this concern.