



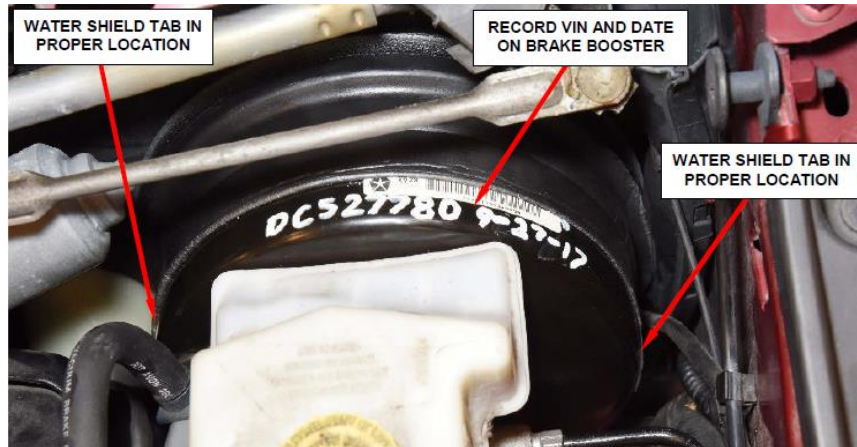
# IMPORTANT T59 SAFETY RECALL UPDATE

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

To help ensure proper inspection and repair of vehicles impacted by the T59 Brake Booster Safety Recall as well as proper Safety Recall claim submission, below is important information to review. This supplements information presented in the Recall Service Instructions on page 28 figure 30.

Please refer to the below examples for correct and incorrect repair and claim documentation. Additional details on the repair and claim submission process can be found in the following page of this communication. To ensure claim payment, photo documentation showing the repair procedure was completed correctly is required.

### ACCEPTABLE REPAIR AND PHOTO DOCUMENTATION



### INCORRECT PHOTO DOCUMENTATION OR INCORRECT REPAIR



Improper repair, water shield pushed up and VIN/date written on the face of the brake booster.



Picture has been modified afterwards to add the VIN and date. This is considered warranty fraud and will not be accepted.

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





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## 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 requires a photograph showing the brake booster be attached to the submitted Safety Recall claim (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 (both water shield tabs are 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 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  for all Campaign Communications.

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