



August 2017

Dealer Service Instructions for:

Safety Recall T46 / NHTSA 17V-433

User's Guide

Models

2017 (MP) Jeep® Compass

NOTE: This recall applies only to the above vehicles built through April 28, 2017 (MDH SOP through 042823).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The User's Guide on about 12,900 of the above vehicles contains incorrect information regarding the jump start procedure. The battery jumping section in the affected User's Guide depicts the battery terminals with reversed polarity in the battery terminal graphic. When jump starting the vehicle following the User's Guide a possible electrical hazard may occur due to the incorrect terminal polarity graphic.

Repair

Replace the vehicle's original User's Guide with a Second Edition User's Guide.

Parts Information

NOTE: Dealers will receive User’s Guide for 100% of the vehicle counts identified at their dealership and vehicle owners will receive in the mail a User’s Guide for their vehicle.

Ordering Additional User’s Guides:

The User’s Guide may be ordered using the Marketing Materials link within DealerCONNECT. **Please note that this process is for replenishment only.**

Process Steps to Order Additional User’s Guides:

1. Access the “**DealerCONNECT**” website.
2. Select the “**Marketing**” link in the header of DealerCONNECT.
3. Locate the “**Product Information**” section heading on the Marketing page.
4. Select the “**Literature and Merchandising Materials**” link in the product information section.
5. Locate the “**MOPAR**” section heading on the Literature and Merchandising Materials page.
6. Select the “**Recall Labels / Cards**” link listed in the MOPAR section.
7. **Select Item > Update Cart > Submit Order.**

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Locate the vehicle’s original User’s Guide and **discard**.
2. Replace the original User’s Guide with a **new** Second Edition User’s Guide.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Replace User’s Guide	23-T4-61-82	0.0 hours

Special Service Operation

Flat Fee for replacing User’s Guide	95234652	\$5.00
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NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner’s name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer’s VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

T46/NHTSA 17V-433

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership
2. Call the FCA Recall Assistance Center at **1-800-853-1403**. An agent can confirm part availability and help schedule an appointment
3. Visit our Recall Website, recalls.mopar.com or scan below.

QR Code

You can find your nearest dealer and review all your scheduling options from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall T46.

IMPORTANT SAFETY RECALL

User's Guide

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2017 model year (MP) Jeep Compass] vehicles.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The User's Guide in your vehicle ^[1] contains incorrect information regarding the jump start procedure. The battery jumping section in the affected User's Guide depicts the battery terminals with reversed polarity in the battery terminal graphic. **When jump starting the vehicle following the User's Guide a possible electrical hazard may occur due to the incorrect terminal polarity graphic, increasing the risk of injury.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

We ask that you locate the vehicle's original User's Guide and replace it with the enclosed Second Edition User's Guide.

FCA will repair your vehicle ^[2] free of charge (parts and labor). If you prefer not to replace the User's Guide yourself, simply contact your dealer to schedule a service appointment. Replacement will only take a few minutes. However, additional time may be necessary depending on service schedules. This service will be provided free of charge. Please bring the enclosed User's Guide and this letter with you to your dealer.

**TO SCHEDULE YOUR FREE REPAIR CALL 1-800-853-1403
OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.