



TO: ALL ALFA ROMEO GROUP DEALERSHIPS

REMINDER IMPORTANT UPDATE ON STELVIO SAFETY RECALLS

SAFETY RECALLS U24, U34 & U36 ON 2018 ALFA ROMEO STELVIO

This communication is a reminder to dealers of the customer satisfaction measures and parts supply status for the U24, U34 & U36 Safety Recalls on the 2018 Alfa Romeo Stelvio.

- U24: Windshield Wiper System
- U34: Rear lift gate water intrusion
- U36: Body control module water intrusion



Please be aware that the U24 and U36 recalls require service in similar locations on the vehicle. Please ensure that parts for U24 are available for customer owned vehicles that are impacted by all three campaigns to reduce repeat visits by the customer and improve repair efficiency.

CUSTOMER HANDLING AND INFORMATION

Please ensure exceptional service for customers impacted by these recalls. Below are key points to review with all dealership staff.

- **Owner notification:**
 - **Mail:** Customers were notified by mail of the recall remedies starting 4/25. Mailings were packaged so customers with the U24 as well as the U34 and U36 received all notices in one envelope.
 - **Outbound Calls:** FCA is conducting outbound calls to all customers impacted by these campaigns in an attempt to schedule them for repairs.
- **Alternative Transportation:** To ensure an exceptional level of customer service is provided, FCA highly recommends a Giulia, Stelvio, Grand Cherokee (Overland model and above) or a Maserati Ghibli / Levante as the customer loaner/CTP vehicle.
 - Increased CTP loaner allowance of **████ per day** is available. LOP# 95-23-34-51
 - Increase Rental Allowance available upon validation.
- **Additional Customer Conveniences:** Please ensure the customer's vehicle is washed and returned with a full tank of fuel. Both services are reimbursable on the safety recall claim.
 - Customer vehicle fuel fill reimbursement **up to █████** LOP# 95-23-34-52
 - Customer vehicle wash reimbursement **up to █████** LOP# 95-23-34-53
- **Customer Prioritization:** Please prioritize customers impacted by these recalls over unsold inventory.

See next page for further part details



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U24 PART SUPPLY INFORMATION

Please find information below about the parts that are being distributed to support the repair of these vehicles in the U24 campaign.

- **68413864AA - Wiper Unit**
 - Part Allocation: Parts have been and will continue to be distributed to dealers based upon the unsold and assigned sold VIN population. *Parts began arriving and were allocated the week of 4/16. additional parts will be allocated to dealers as Mopar receives stock by May 2^{1st}.* All parts needed to complete assigned VINs are anticipated to be available by May 21st. Additional part requests can be made by emailing: campaignteam@FCAGroup.com
 - Each part services **1** vehicle

U34 & U36 PART SUPPLY INFORMATION

Please find information below about the parts that are being distributed to support the repair of these vehicles in these two campaigns.

- **CSBJU361AA - Water Intrusion Kit**
 - Part Allocation: parts have been and will continue to be distributed to dealers based upon the unsold and assigned sold VIN population. *Nearly all parts required to fix assigned vehicles should be available at this time.* Additional part requests can be made by emailing: campaignteam@FCAGroup.com
 - Each part services **1** vehicle.
- **CSBJU362AA - Self-Vulcanizing Tape**
 - Part allocation: **All parts needed** to remedy dealer unsold and assigned customers should be in dealer inventory as they have already been shipped by Mopar.
 - Each part number services approximately **30** vehicles.
- **04883971AC - Mopar RTV Sealant**
 - Part Allocation: **All parts needed** to remedy dealer unsold and assigned customers should be in dealer inventory as they have already been shipped by Mopar.
 - Each tube of adhesive services approximately **4** vehicles.
 - Additional stock if needed can be ordered normally and will be fulfilled by KemKrest (SSD).
- **68255569AA & 68413365AA - Clips**
 - Extreme care should be exercised when removing the clips in the rear lift gate panel. These clips are available if they become damaged upon removal. An initial allocation of parts was shipped to all dealers. Additional stock if needed can be ordered normally and will be fulfilled by your PDC. See dealer communication on disassembly and clips [here](#).

FCA appreciates your continued support on this campaign!