



## TO: ALL ALFA ROMEO GROUP DEALERSHIPS IMPORTANT UPDATE ON STELVIO SAFETY RECALLS SAFETY RECALLS U24, U34 & U36 ON 2018 ALFA ROMEO STELVIO

This communication informs dealers of the status, parts supply and customer satisfaction measures available 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.

### U24 RECALL OVERVIEW

Approximately 1,500 Alfa Romeo Stelvios may have been built with wiper motor software that may erroneously calculate that the wiper motor is overheating and limit the function of the motor to low speed. This concern may reduce the driver's visibility and will be addressed by replacement of the wiper motor assembly.

Dealer Recall Remedy Timing (Estimated): 4/23/2018

### U24 PART SUPPLY INFORMATION

In preparation for the launch of this campaign, please find information below about the parts that are being distributed to support the repair of these vehicles in the campaign.

- 68413864AA - Wiper Unit
  - Part Allocation: Parts will be distributed to dealers based upon the unsold and assigned sold VIN population. *Parts should begin arriving the week of 4/16.* Additional part requests can be made by emailing: [campaignteam@FCAGroup.com](mailto:campaignteam@FCAGroup.com)
  - Each part services 1 vehicle

### U34 & U36 PART SUPPLY INFORMATION

Approximately 12,500 Alfa Romeo Stelvios have been identified as having potential water intrusion concerns in the "A" pillar and rear Lift gate. The two concerns will be addressed by installing additional sealing protection as a part of both the U34 and U36 recalls. Contact with STAR will be required if evidence of dampness is present in the case of U36.

Dealer Recall Remedy Timing (Estimated): 4/18/2018



## TO: ALL ALFA ROMEO GROUP DEALERSHIPS IMPORTANT UPDATE ON STELVIO SAFETY RECALLS SAFETY RECALLS U24, U34 & U36 ON 2018 ALFA ROMEO STELVIO

### U34 & U36 PART SUPPLY INFORMATION

In preparation for the launch of this campaign, please find information below about the parts that are being distributed to support the repair of these vehicles in the campaign.

- **CSBJU361AA - Water Intrusion Kit**
  - Part Allocation: parts will be distributed to dealers based upon the unsold and assigned sold VIN population. *Parts should begin arriving the week of 4/16.* Additional part requests can be made by emailing: [campaignteam@FCAGroup.com](mailto:campaignteam@FCAGroup.com)
  - Each part services **1** vehicle.
- **CSBJU362AA - Self-Vulcanizing Tape**
  - Part allocation: **All parts needed** to remedy dealer unsold and assigned customers will be allocated by Mopar and *begin arriving at dealers the week of 4/16.*
  - Each part number services approximately **30** vehicles.
- **04883971AC - Mopar RTV Sealant**
  - Part Allocation: **All parts needed** to remedy dealer unsold and assigned customers will be allocated by Mopar and *begin arriving at dealers the week of 4/16.*
  - Each tube of adhesive services approximately **4** vehicles.
  - Additional stock if needed can be ordered normally and will be fulfilled by KemKrest (SSD).

### 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**: Customers will be notified by mail of the recall remedies starting on 4/25. Mailings will be packaged so customers with the U24 as well as the U34 and U36 will receive all notices in one envelope.
- **Customer Prioritization**: Please prioritize customers impacted by these recalls over unsold inventory.
- **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 or Levante as the customer loaner/CTP vehicle. An increased loaner and rental allowances of \$60 per day is available for those models.
- **Additional Customer Service Measures**: Please ensure the customer's vehicle is washed and returned with a full tank of fuel. Both services are eligible for reimbursement from FCA on customer owned vehicles as listed in the dealer instructions.

**FCA appreciates your continued support on this campaign!**