August 2018

Dealer Service Instructions for:

Safety Recall U52 / NHTSA 18V-344
Valve Stem Keeper

Remedy Available

2019 (KL) Jeep® Cherokee vehicles

NOTE: This recall applies only to the above vehicles equipped with a 2.0L I4DOHC Turbo engine built from February 04, 2018 through April 04, 2018 ***(MDH 020402 through 040406)***.

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 engines on about 15 of the above vehicles may have been built with a missing valve stem keeper or a reversed installed camshaft cap. A missing valve stem keeper may allow the valve to drop into the engine cylinder, leading to engine damage. An engine built with a reversed installed camshaft cap may allow material transfer to the camshaft bearing and subsequent camshaft seizure. A missing valve stem keeper or a reversed installed camshaft cap may result in loss of motive power. A sudden loss of motive power can cause a vehicle crash without prior warning.

Repair

Inspect for missing valve stem keeper and install missing keeper, any engines that are found to have a reversed installed camshaft cap must have the engine replaced.

***NOTE:** ***Dealer Code 45214** has been identified with the vehicle for the engine replacement. Labor Operation Number has been authorized for this dealer code only.

Parts Information

Part Number	Description
05047452AA	**Keeper, Valve Stem**
05281485AB	**Fuel Line, High Pressure**
05048234AA	**Gasket, Cylinder Head Cover**
05048235AA	**Gasket, Spark Plug Well**
68445303AA	**Ty Strap, Fir Tree (Qty. of 10)**
68082860AB	**RTV, Engine Sealant Mopar Threebond**
68351878AA	**Seal, Injector Fuel Lower**
***04893722AH**	***ENGINE ASSY - 2.0L DI TURBO**

Parts Return

No parts return required for this campaign.

Special Tools

The following special tools are required to perform this repair:

- 2035300090 Holder, Chain Tensioner
- 10224 Adapter, Valve Spring
- MD998772A Compressor, Valve Spring
- 2049200090 Regulator, Pressure Test
- 2025500140 Kit, Fuel Injector
- 10368 Cap, Universal Protective
- 2050800090 Wrench, Camshaft Holder

Service Procedure

1. Align vehicle on hoist.

2. Remove the Power Distribution Center (PDC) cover and remove the fuel pump fuse identified as F43 (Figure 1).

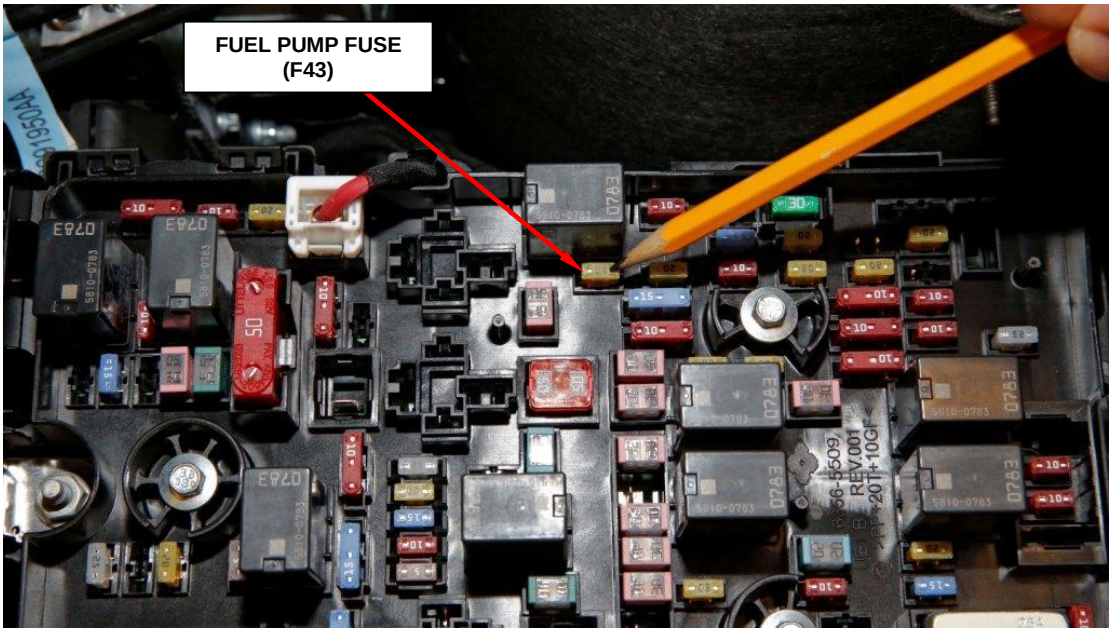

Figure 1 – PDC Fuel Pump Fuse

3. Start and run the engine until it stalls out and attempt to restart the engine.

4. Turn the ignition key to the OFF position.

5. Disconnect the negative battery cable, if equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector to the negative battery.

Service Procedure Continued

6. Remove the two fasteners, and disengage the two rear rubber mounting grommets and remove the top engine cover (Figure 2).

Figure 2 – Engine Cover

7. Remove the ball stud and bolt and disengage the side engine cover from the two lower rubber mounting grommets (Figure 3).

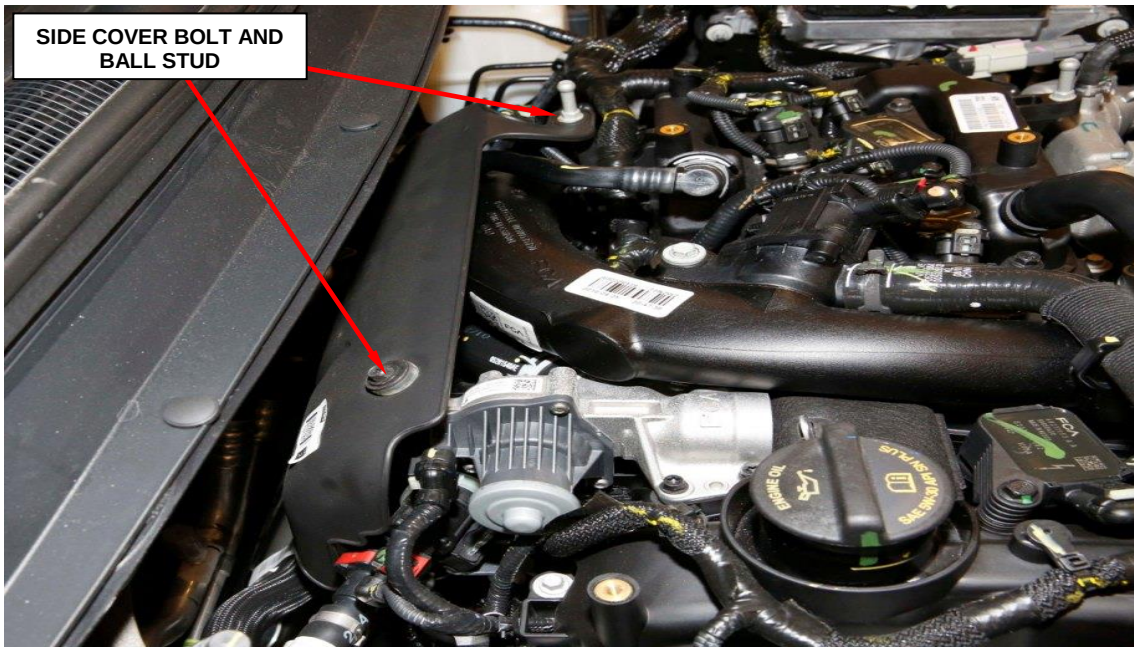

Figure 3 – Side Engine Cover Mounting

Service Procedure Continued

8. Unlock and disconnect the ignition coil wire harness connectors (Figure 4).

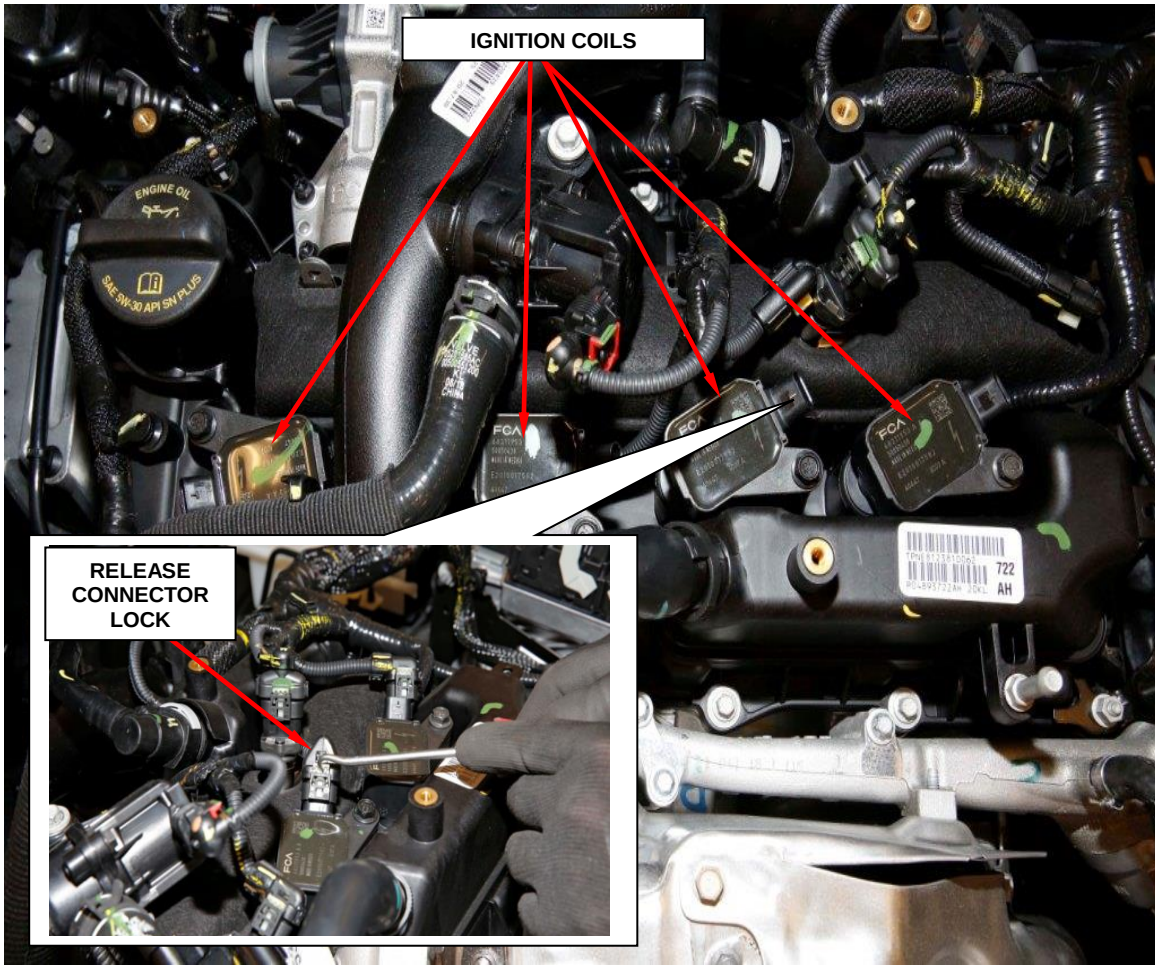

Figure 4 – Ignition Coils

9. Loosen the captured ignition coil mounting bolts (Figure 4).

10. Pull the ignition coils from the cylinder head cover opening with a slight twisting action.

Service Procedure Continued

11. Disengage the Positive Crankcase Ventilation (PCV) hose from the retainer on the turbocharger air outlet pipe (Figure 5).

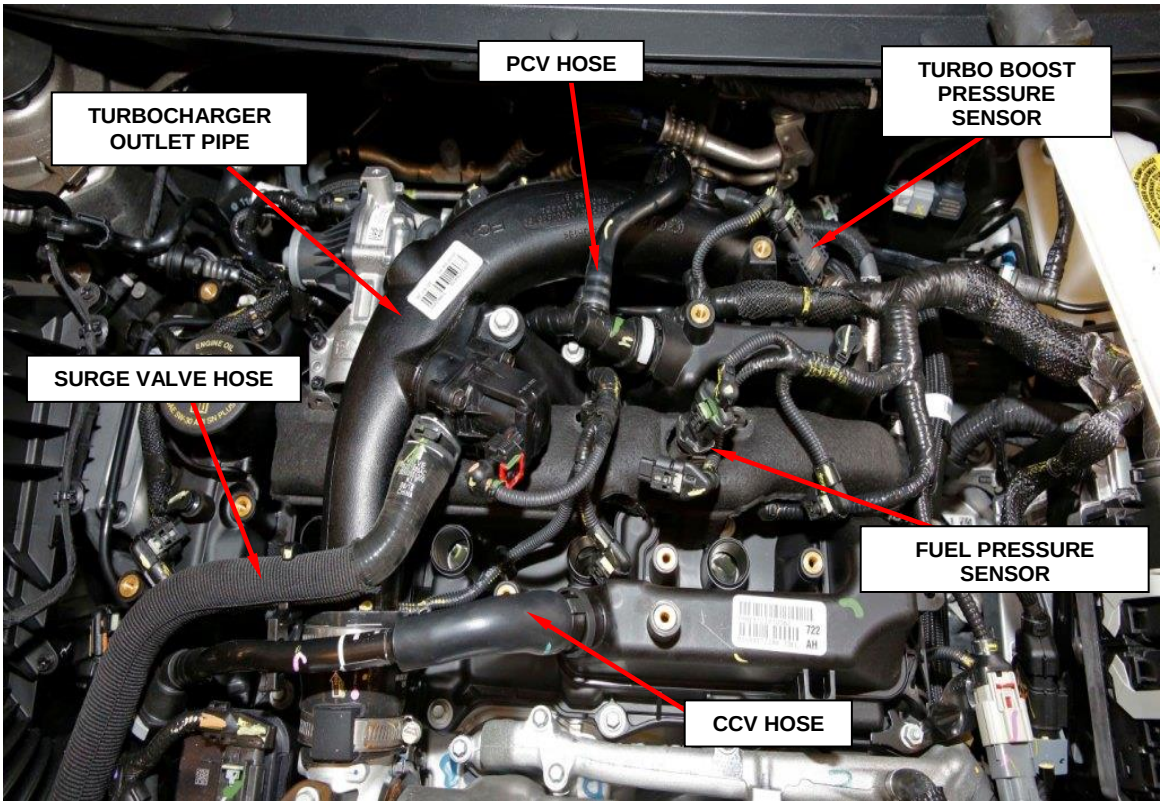

Figure 5 – PCV, CCV Hoses

12. Disconnect the quick connect couplings and remove the PVC hose (Figure 5).

13. Disengage the Closed Crankcase Ventilation (CCV) hose and the surge hose from the retainer on the turbocharger pipe (Figure 5).

14. Disconnect the quick connect couplings and remove the CCV hose. (Figure 5).

15. Loosen the band clamp and remove the surge valve hose from the surge valve (Figure 5).

16. Unlock and disconnect the turbo boost pressure sensor wire harness connection (Figure 5).

17. Unlock and disconnect the air temperature sensor wire harness connection.

Service Procedure Continued

18. Remove the fastener retaining the turbocharger air outlet pipe to the cylinder head cover (Figure 6).

19. Loosen the clamp at the turbocharger outlet and pull the turbocharger pipe away from the turbocharger (Figure 6).

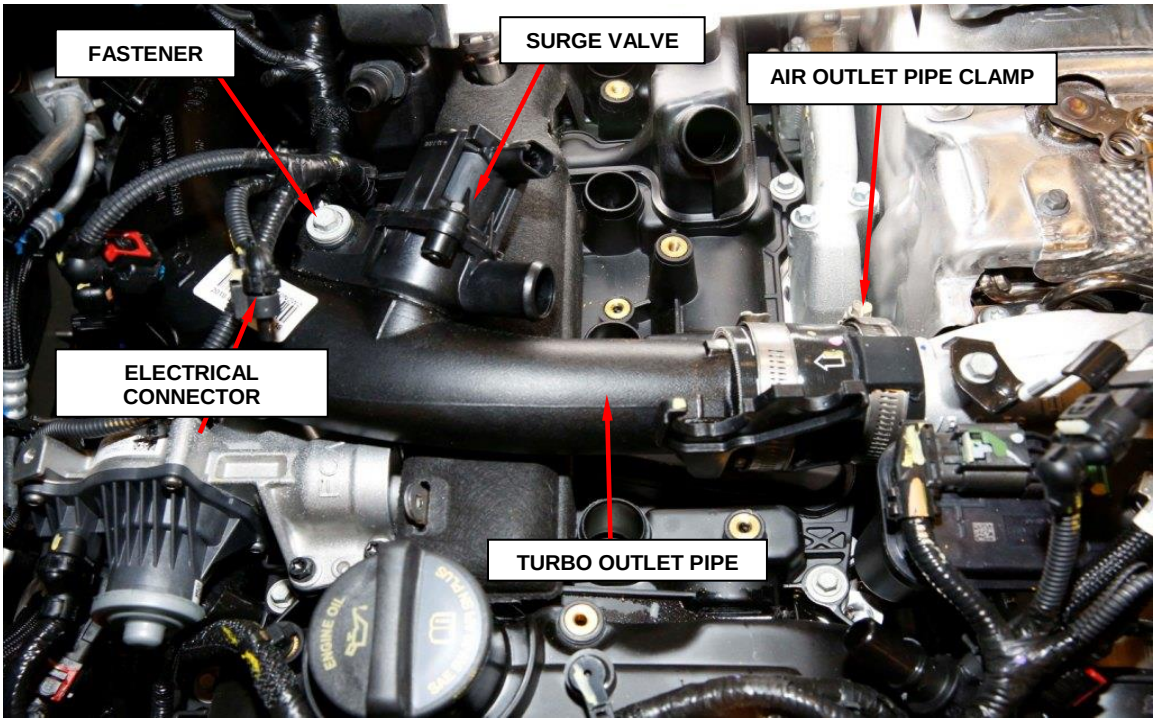

Figure 6 – Turbocharger Air Outlet Pipe

20. Loosen the clamp at the throttle body inlet and remove the turbocharger air outlet pipe from the throttle body (Figure 6).

21. Place the Universal Protective Covers **10368** or equivalent on all of the engine open ports.

22. Disconnect the fuel pressure sensor electrical connector (Figure 5).

23. Disengage the wire harness retainers from the cylinder head cover and reposition the wire harness.

Service Procedure Continued

24. Remove the fuel injector sound dampener (Figure 7).

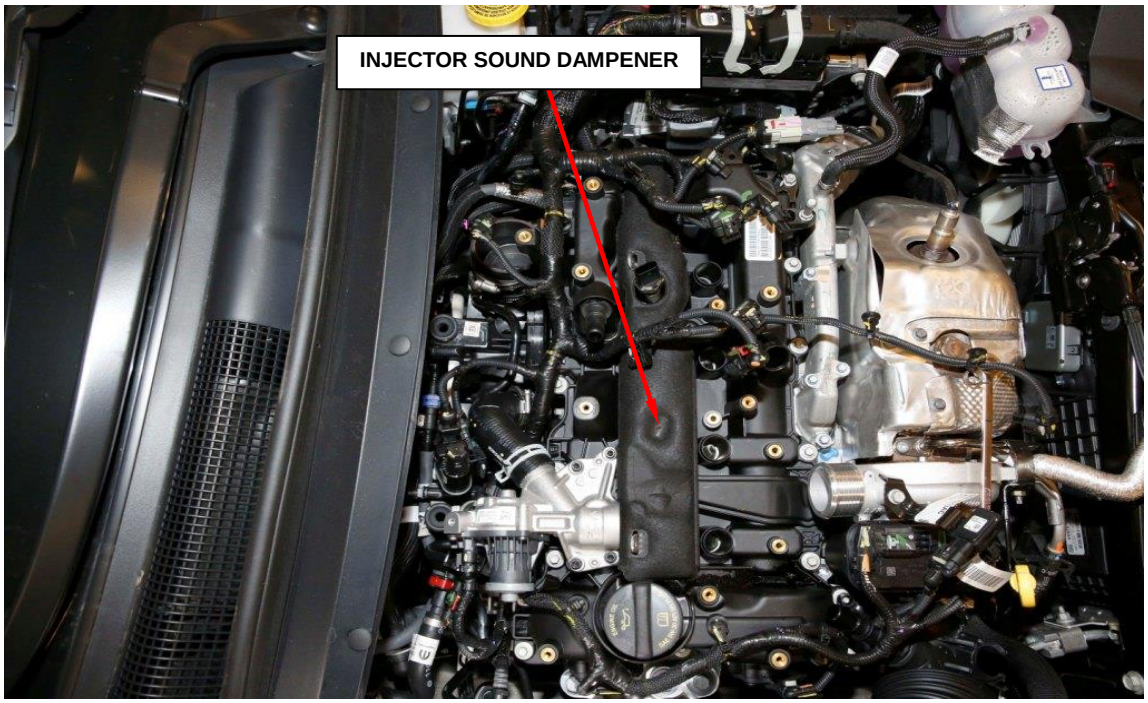

Figure 7 – Injector Sound Dampener

25. Unlock and disconnect the fuel injector's electrical connectors (Figure 8).

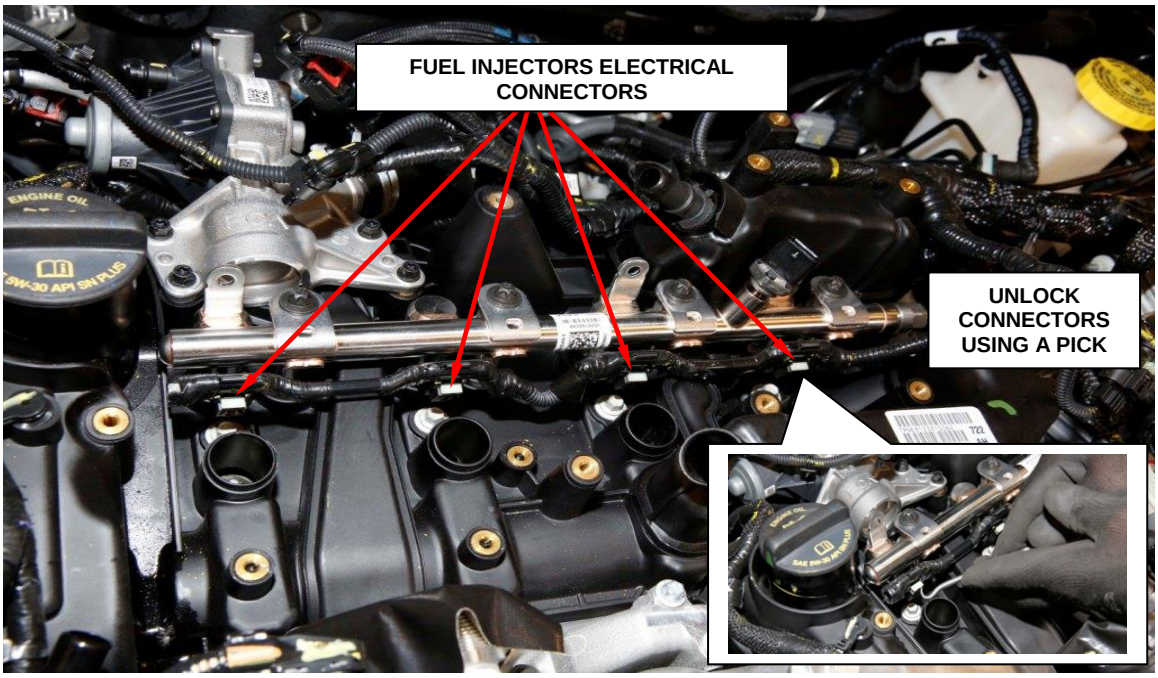

Figure 8 – Fuel Injector Harness

Service Procedure Continued

26. Unlock and disconnect the Exhaust Gas Recirculation (EGR) valve electrical connector and loosen the hose band clamp (Figure 9).

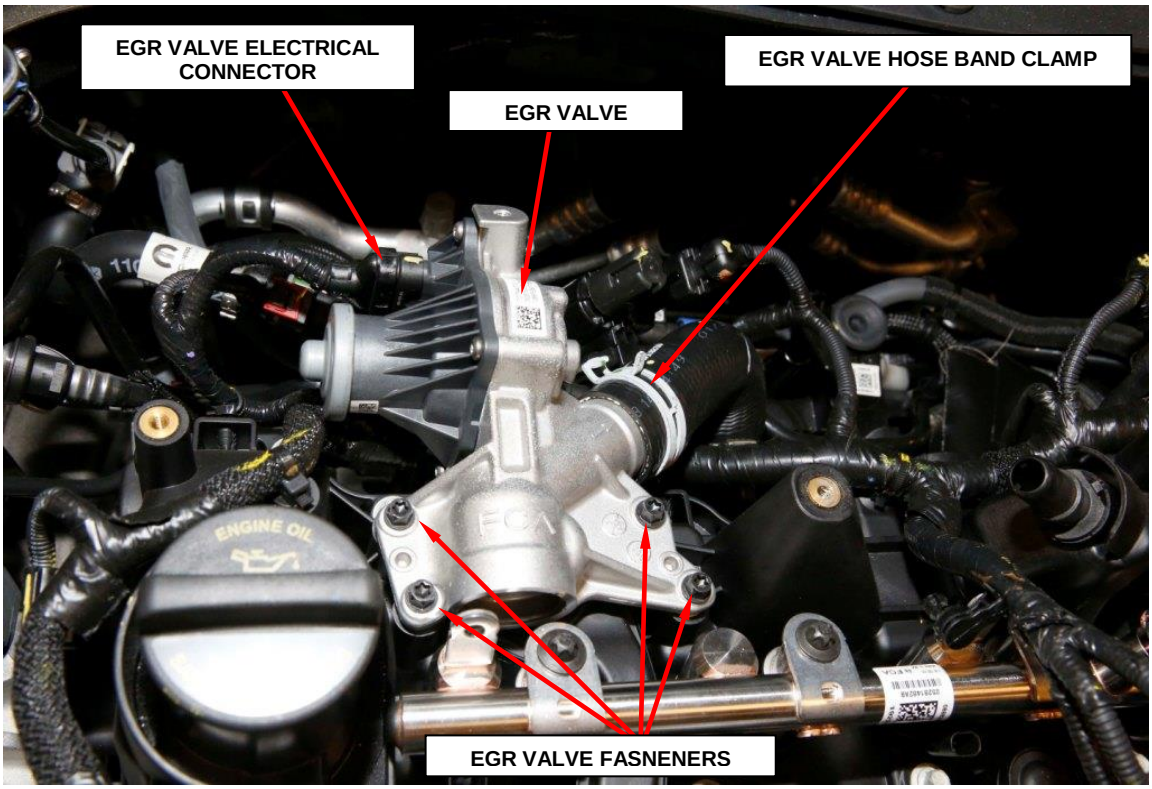

Figure 9 – EGR Valve

27. Remove the four EGR valve fasteners and remove the valve (Figure 9).

28. Disconnect the wiring harness fir tree retainers from the engine cylinder head valve cover and reposition out of the way.

NOTE: Fir tree fasteners may break while disconnecting from the cylinder head valve cover, use a pick tool to rotate the remaining fir stem in a counter clockwise rotation to remove the remains.

Service Procedure Continued

29. Disconnect the electrical connector from the air temperature sensor (Figure 10).

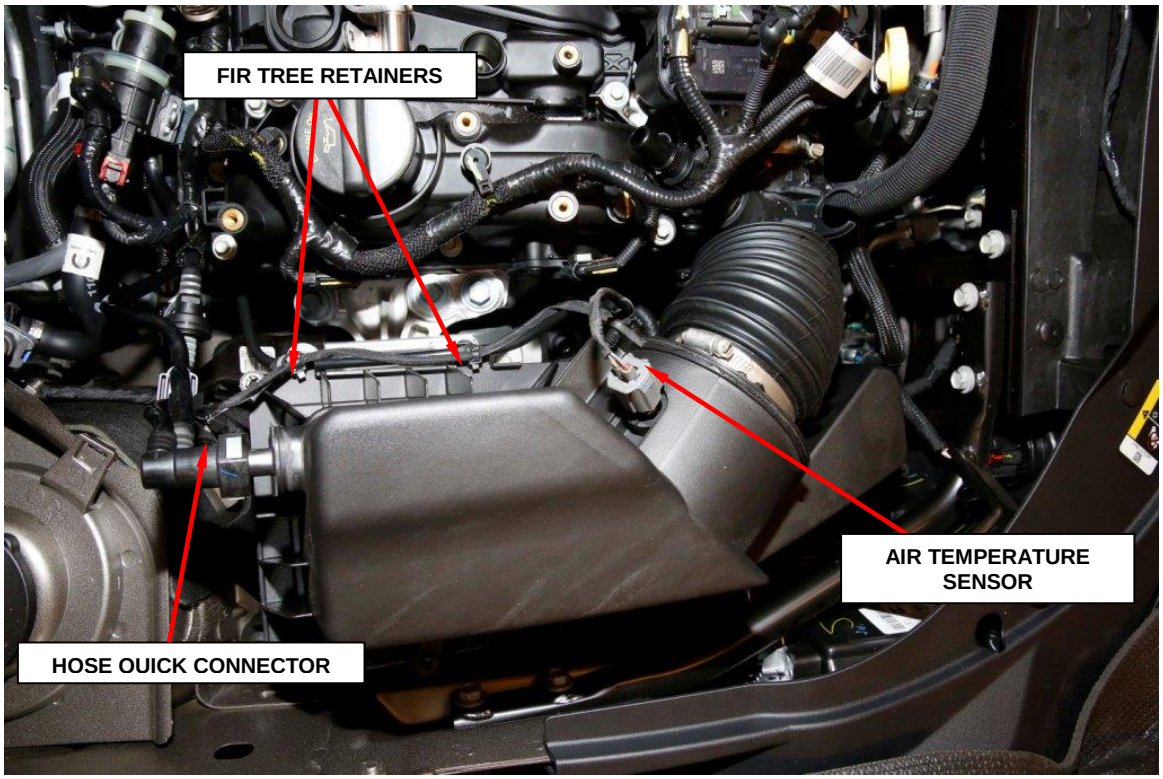

Figure 10 – Air Filter Housing

30. Disconnect the air filer housing quick connects (Figure 10).

31. Disconnect the fir tree retainers from the air filter housing (Figure 10.

32. Loosen the air filter air inlet hose clamp.

33. Grasp the air filer housing and pull moderately in the upward position to remove (Figure 10).

Service Procedure Continued

34. Remove the coolant by-pass tube support bracket bolt at the rear of the engine (Figure 11).

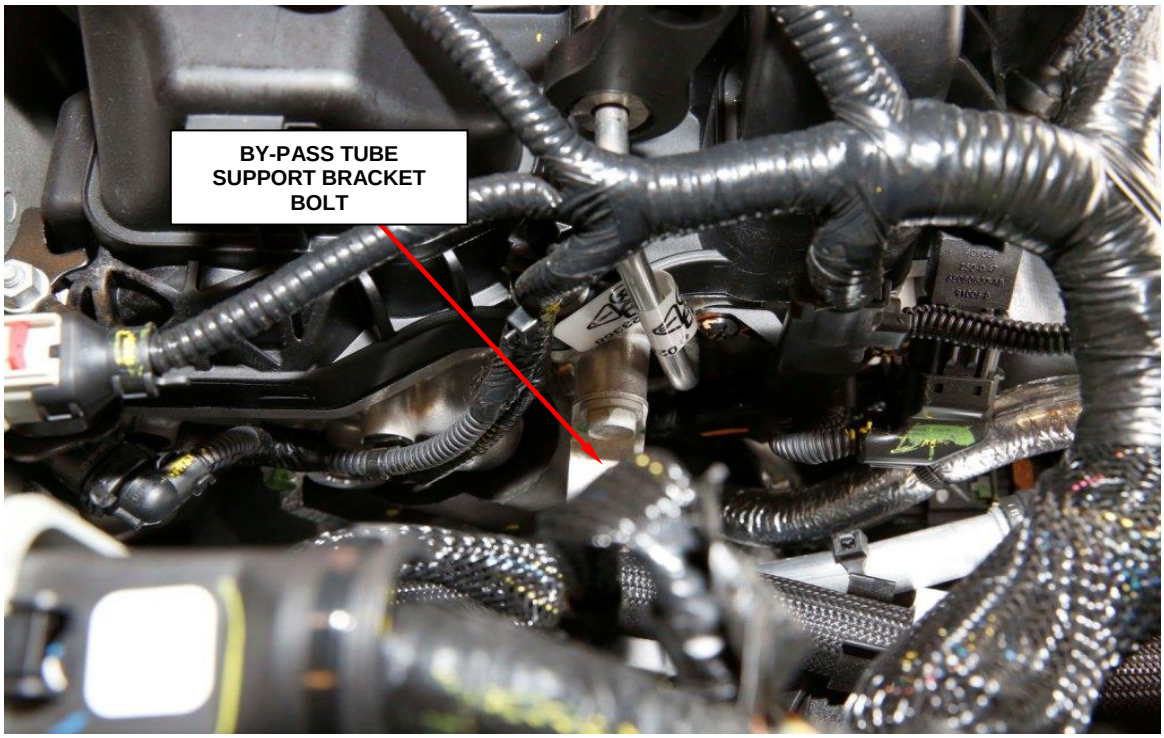

Figure 11 – Support Bracket

35. Place a shop towel below the high-pressure fuel pipe and using the Wrench, Fuel Line **2025508140**, disconnect at fuel injector rail and pump and discard the pipe (Figure 12).

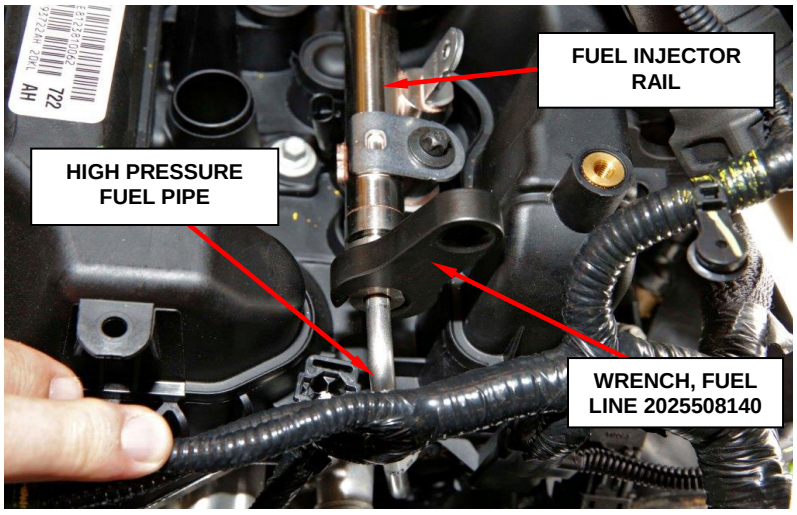

Figure 12 – High Pressure Fuel Pipe

Service Procedure Continued

36. Remove the fuel pressure sensor from the fuel rail.

37. Remove the bolts securing the fuel rail to the cylinder head.

38. Using the fuel rail remover tool Remover, Fuel Rail 2044500140 remove the fuel rail and injectors and set aside in a clean environment (Figure 13).

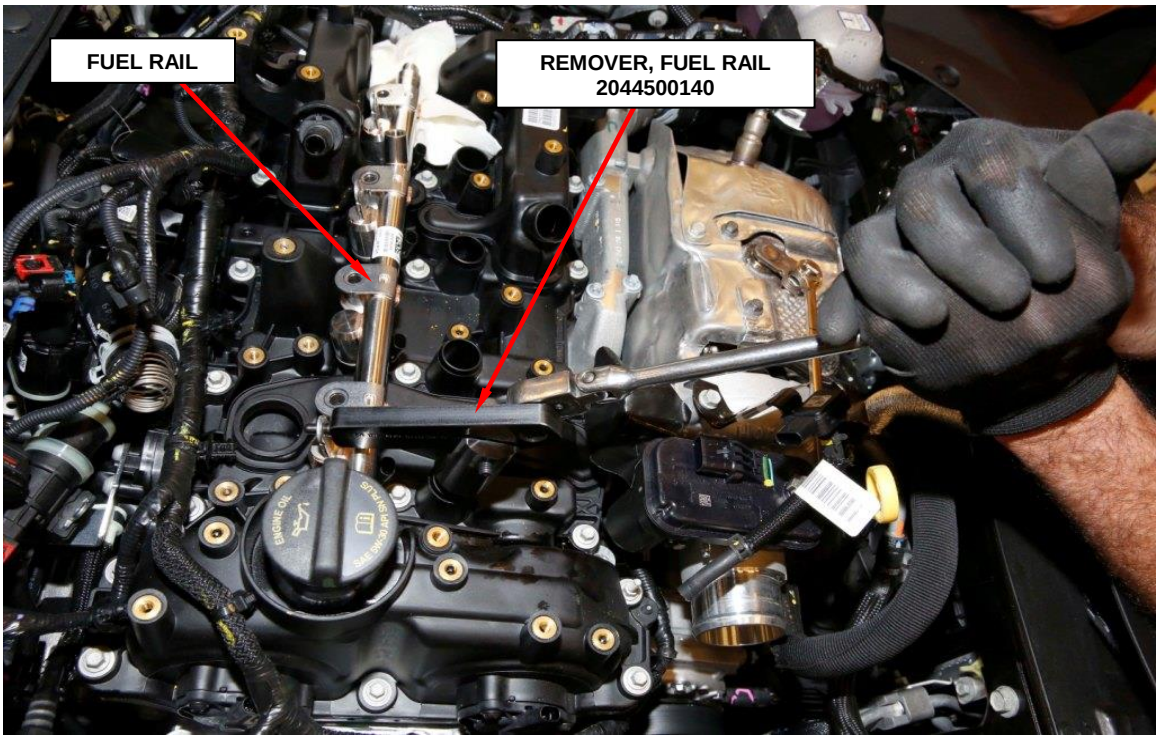

Figure 13 – Fuel Rail Removal

Service Procedure Continued

39. Disconnect the electrical connector from the variable valve timing solenoids (VVT) and remove both VVTs and the gaskets (Figure 14).

40. Remove the left outer motor mount support bracket bolts to gain access to the left lower VVT fastener (Figure 14).

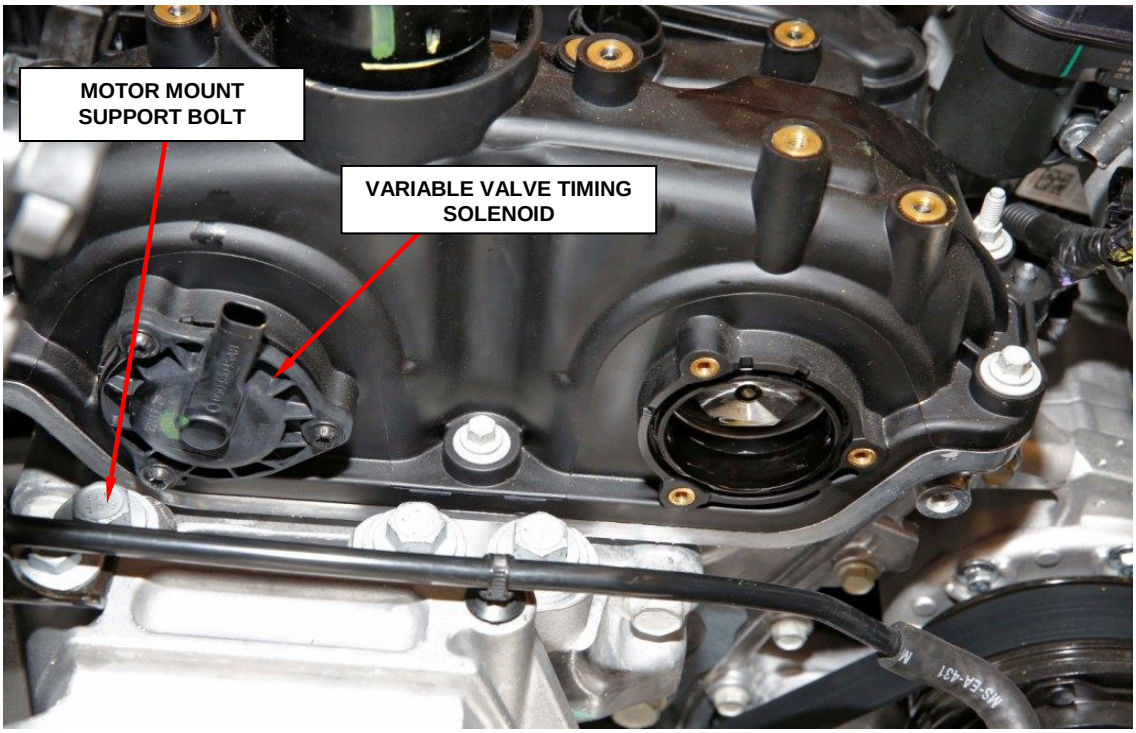

Figure 14 – VVT Removal

41. Remove the nut and reposition the upstream oxygen sensor connector support bracket.

42. Disengage the remaining wire harness retainers from the cylinder head cover and reposition the wire harness.

43. Remove the nut and remove the ignition capacitor.

Service Procedure Continued

44. Loosen the twenty captive bolts and remove the cylinder head valve cover.

45. Visually inspect **ALL** valve springs for stem keeper presence (Figure 15).

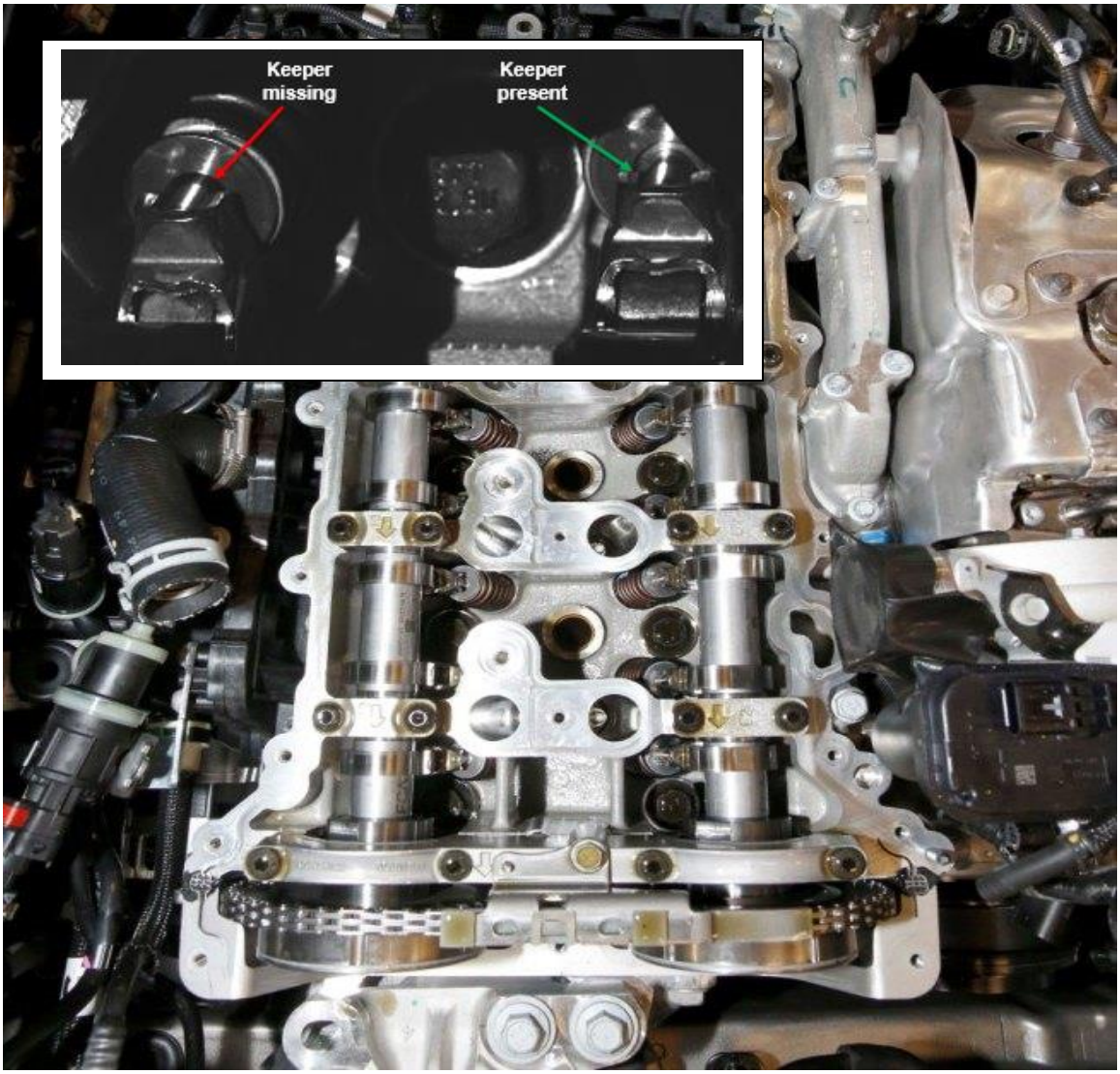

Figure 15 – Valve Stem Keeper Inspection

46. Once the cylinder with the missing valve stem keeper is identified, raise the vehicle on hoist.

Service Procedure Continued

47. Remove the right front wheel and tire assembly and partially remove the front of the wheel well housing (Figure 16).

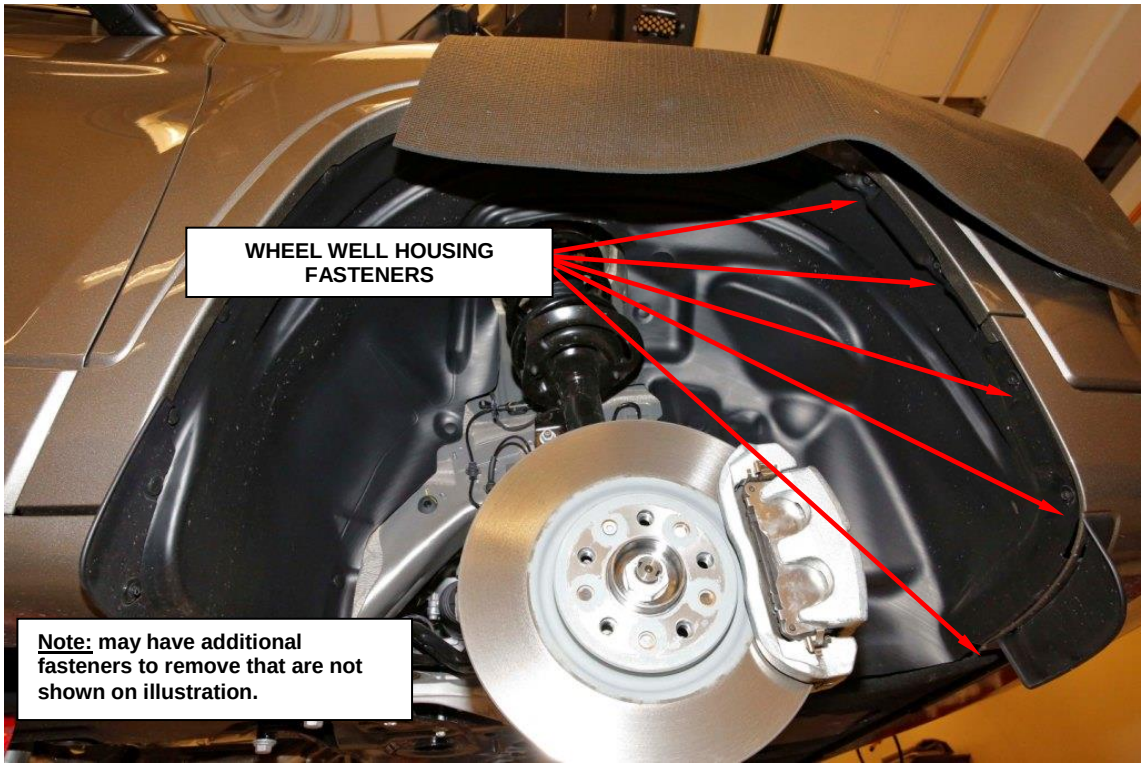

Figure 16 – Right Front Wheel Well

48. Rotate the crankshaft clockwise (as viewed from the front). When the number one cylinder intake and exhaust valves are closed, align the timing cover mark with the damper notch to place the number one cylinder piston at Top-Dead-Center (TDC) on the compression stroke (Figure 17).

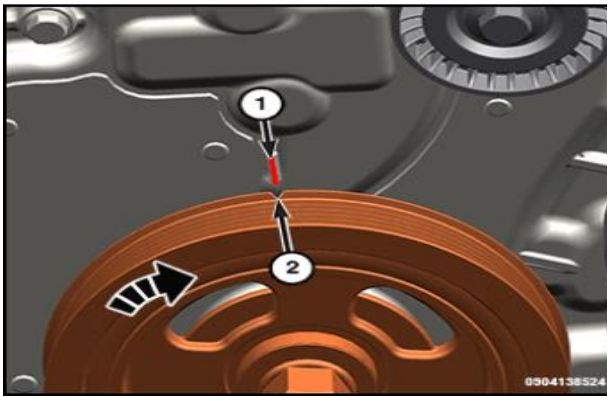

Figure 17 – Crank Timing Mark

Service Procedure Continued

49. Lower the vehicle.

50. Using a paint pen or equivalent, mark both camshaft sprocket timing marks and corresponding chain links to aid in reassembly (Figure 18).

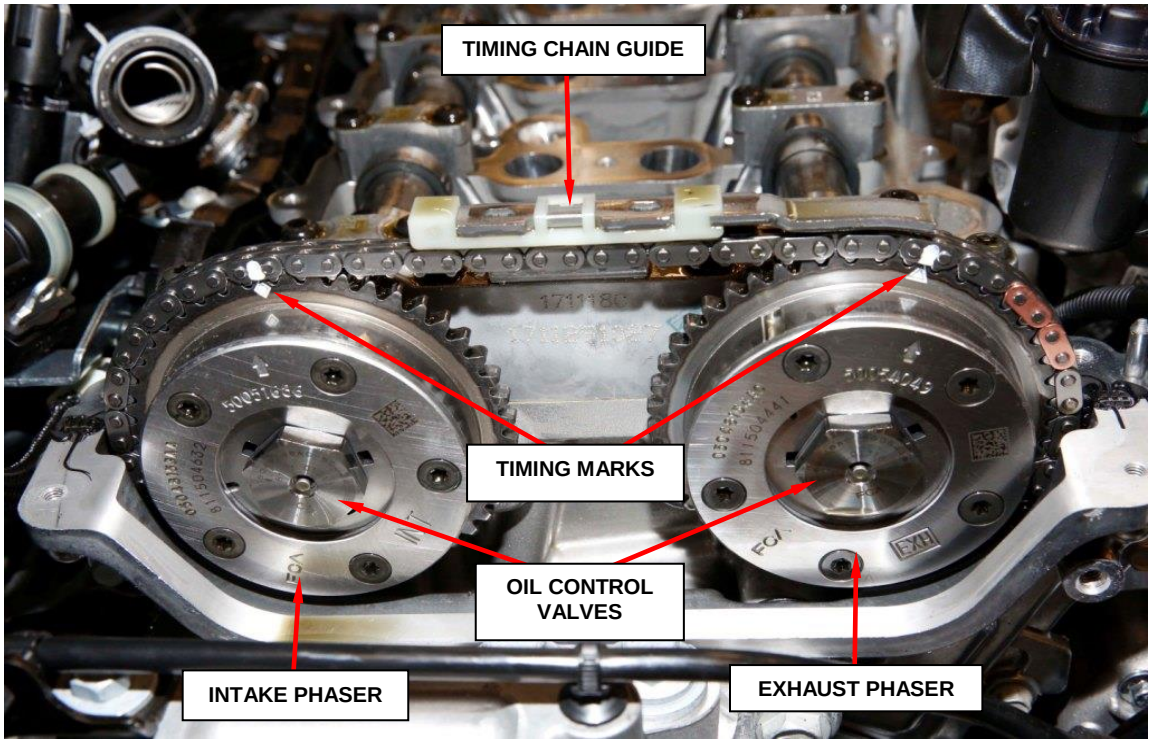

Figure 18 – Camshaft Timing Marks

51. Remove the bolt and timing chain guide (Figure 18).

52. Insert the Holder, Chain Tensioner **2035300090** (Figure 19).

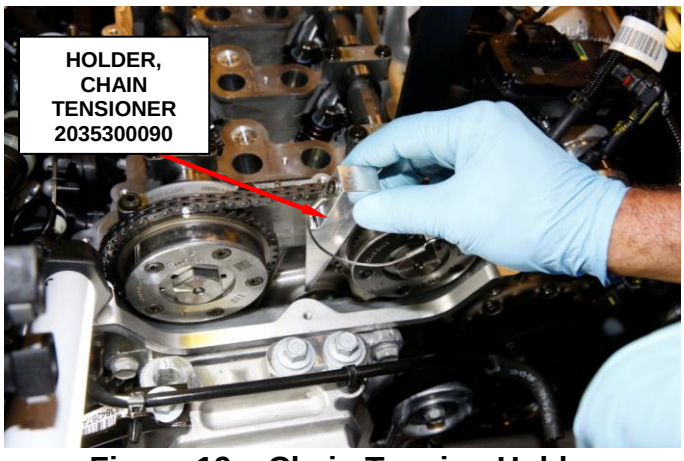

Figure 19 – Chain Tension Holder

Service Procedure Continued

53. Use a driver to press down the chain tensioner holder and verify that it is secured and not coming out (Figure 20).

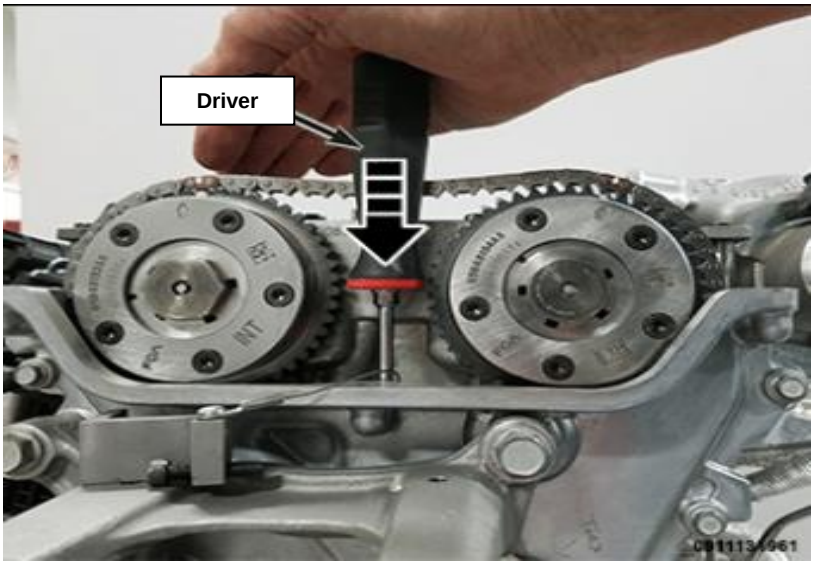

Figure 20 – Tension Holder Verification

NOTE: Do not use a hammer to install the chain tensioner holder. Hand installation only.

54. Install the chain tensioner holder retainer bracket to the timing cover with a 6 mm x 20 mm bolt tightened to 10 N·m (89 In. Lbs.) (Figure 21).

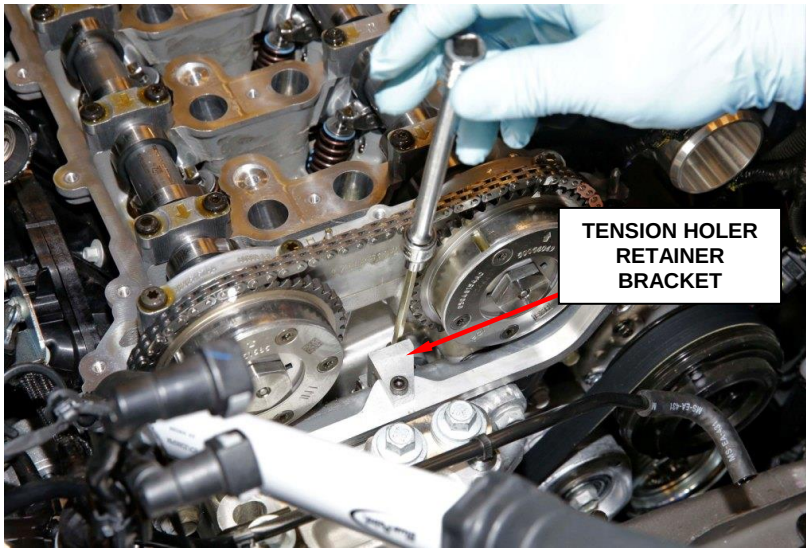

Figure 21 – Chain Tension Holder Bracket

Service Procedure Continued

55. Using an Allen key, rotate the retainer bracket tension bolt down until it just touches the top of the holder. **DO NOT** apply any additional torque to the retainer bracket tension bolt (Figure 21).

    NOTE: <u>DO NOT</u> remove the chain tensioner holder until the phasers and oil control valves have been reinstalled on the camshafts. If the tensioner piston is allowed to extend, it cannot be reset without removing the timing cover.

56. Use the camshaft Wrench, Camshaft Holder **2050800090** to hold the camshaft while loosening the intake and exhaust oil control valves only **do not** remove, the intake oil control valve and exhaust oil control valve at this point (Figure 22).

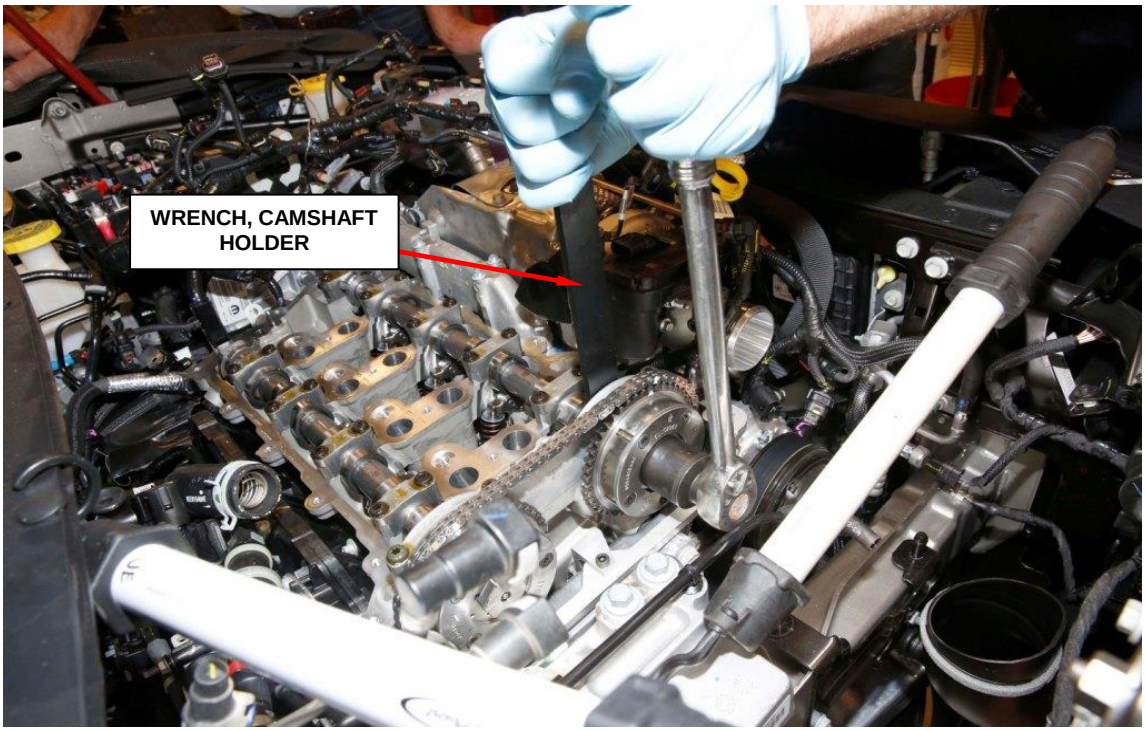

Figure 22 – Camshaft Loosening

57. Remove the exhaust oil control valve.

Service Procedure Continued

58. Remove the exhaust cam phaser from the camshaft while supporting the timing chain (Figure 23).

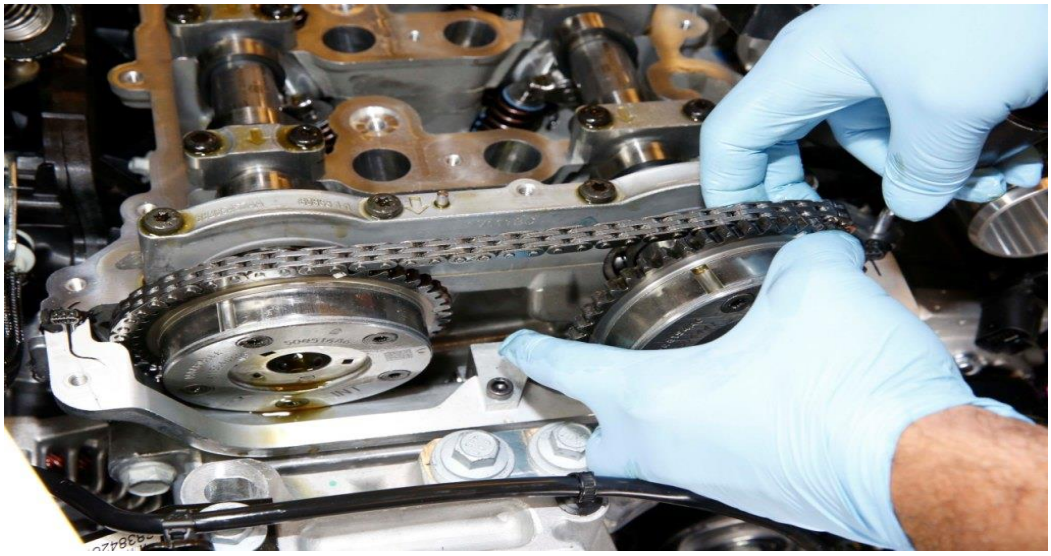

Figure 23 – Exhaust Cam Phaser Removal

59. Remove the intake oil control valve.

60. Remove the intake cam phaser from the camshaft while supporting the timing chain (Figure 24).

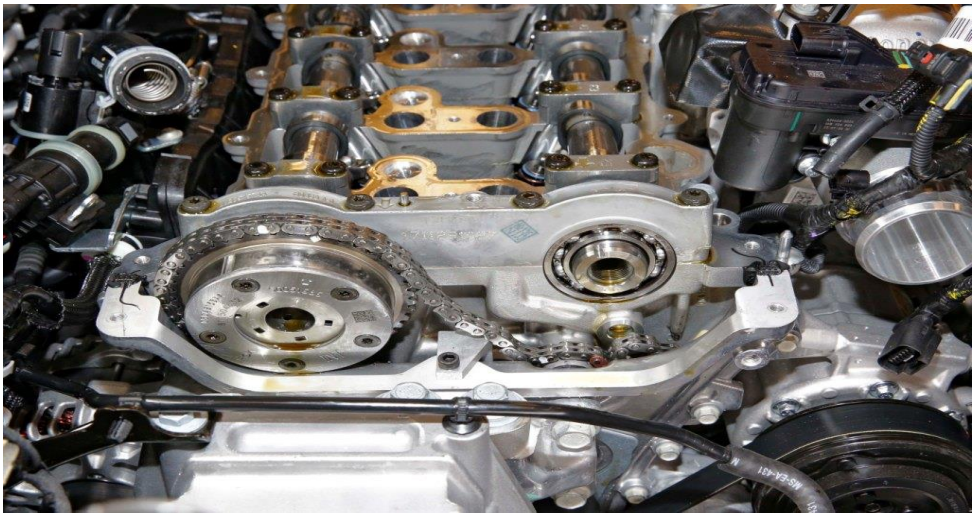

Figure 24 – Intake Cam Phaser Removal

Service Procedure Continued

61. Loosen each of the camshaft cap bolts slightly until the spring pressure is relieved from the camshaft that has been identified with the missing valve stem keeper (Figure 25).

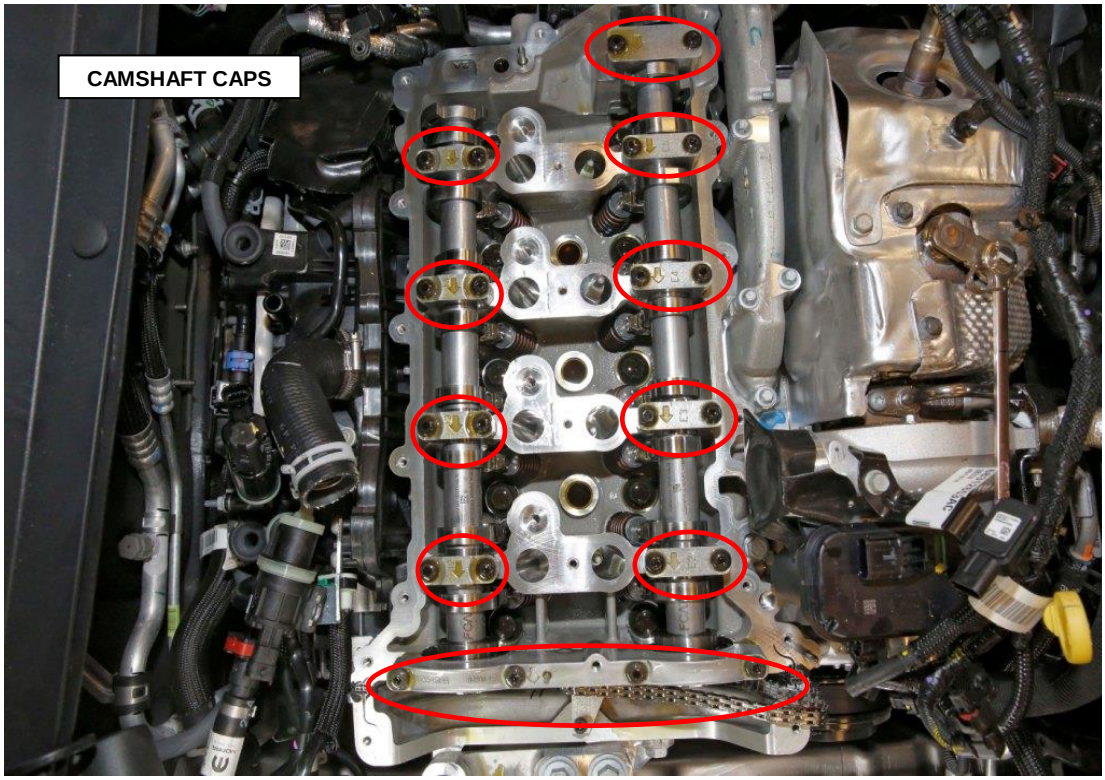

Figure 25 – Camshaft Caps

62. Remove the camshaft bearing caps and the camshaft.

63. Remove the rocker arms.

    NOTE: Record each rocker arm location so they can be reassembled into their original positions.

Service Procedure Continued

64. Reinstall the fuel rail with the injectors into the cylinder head and tighten the bolts to 23 N·m (17 ft. lbs.).

65. Install the Adapter, Valve Spring 10224 on the Compressor, Valve Spring MD998772A (Figure 26).

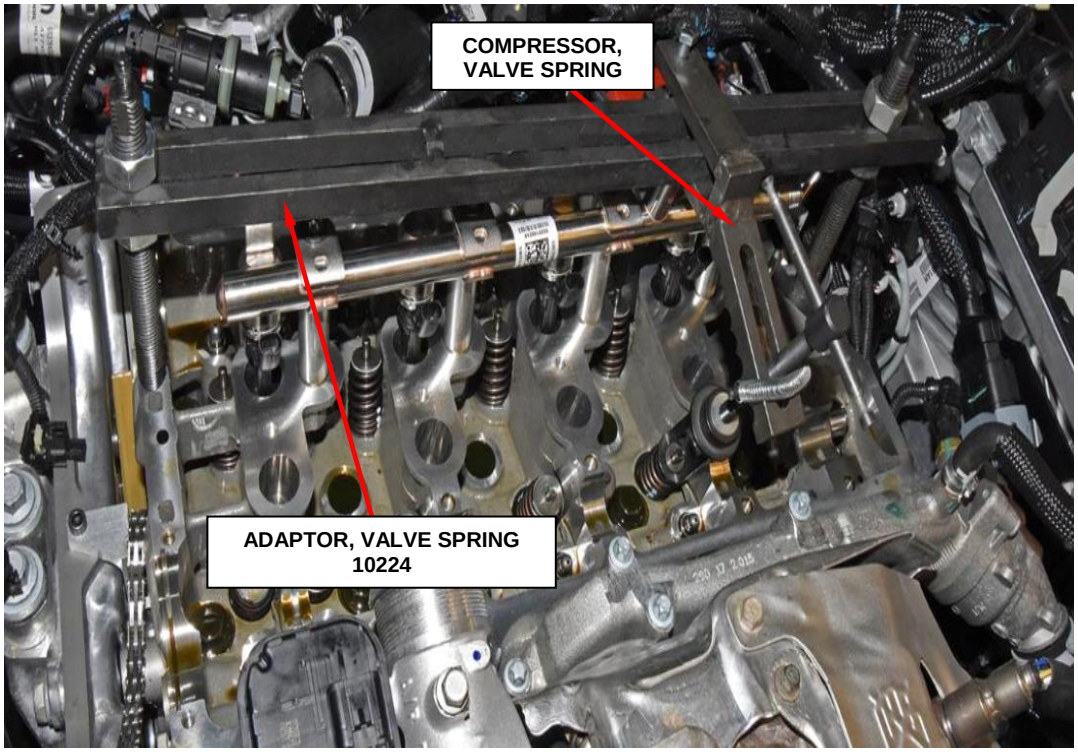

Figure 26 – Valve Spring Compressor

66. Remove the spark plug from the cylinder that needs to have the valve stem keeper installed.

Service Procedure Continued

67. Install the spark plug adapter to the pressure test regulator and pressurize the cylinder to be serviced to 60 psi to hold the valves in place.

    CAUTION: Air pressure must be maintained, as long as the valve springs are removed to prevent the valves from dropping into the cylinder.

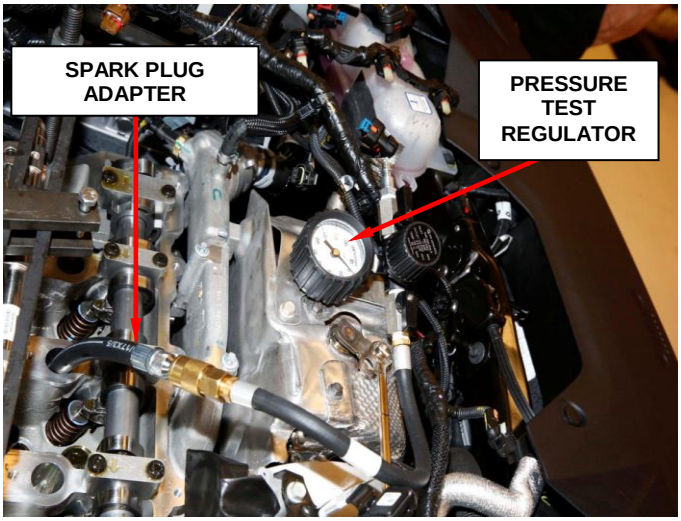

Figure 27- Pressure Test Regulator

68. Using the Valve Spring Adapter **10224** compress the valve spring enough to visually see the valve stem groves and use a magnet to hold and install the keeper assuring it is aligned with the valve stem grooves (Figure 28).

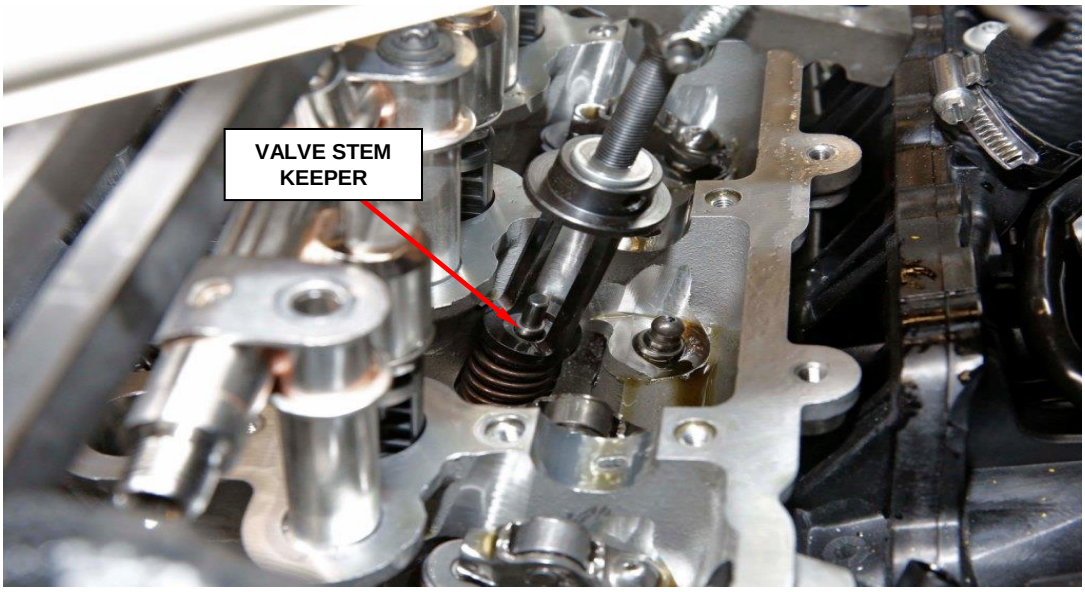

Figure 28 – Valve Spring Compressor

Service Procedure Continued

69. Release the valve spring compression to lock the valve stem keeper to the valve.

70. Remove the valve spring adaptor compressor spark plug adapter and regulator.

71. Install the spark plug and tighten to 18 N·m (13ft.lbs.)

72. Reinstall the rocker arms in the same location that they were removed from.

73. Install the camshaft onto the cylinder head with the notches facing up.

    NOTE: To avoid bending the camshafts, partially tighten each cam cap bolt, one turn at a time, to seat the camshafts to the head. Do not torque to specification until the cam caps are in full contact with the cylinder head.

74. Install the camshaft caps in the same order as removed and bolts.

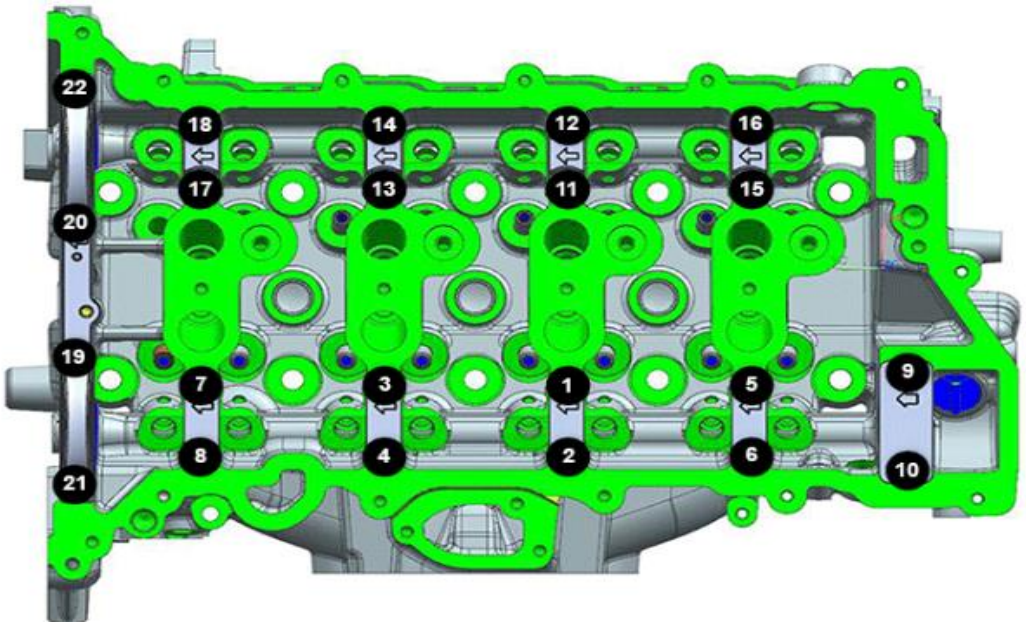

Figure 29 – Torque Sequence

75. Tighten the camshaft cap bolts in the sequence shown on the illustration to 10 N·m (89 In. lbs.) (Figure 29).

Service Procedure Continued

76. Route the timing chain around the intake cam phaser so that the paint mark is aligned with the phaser timing mark. Align the notch in the camshaft with the key on the phaser and press the intake cam phaser onto the intake camshaft. Install and hand tighten the oil control valve.

    NOTE: It may be necessary to rotate the camshafts slightly with the Wrench, Camshaft Holder 2050800090 to aid in installation of the cam phasers.

77. While maintaining this alignment, route the timing chain around the exhaust cam phaser so that the paint mark is aligned with the phaser timing mark. Align the notch in the camshaft with the key on the phaser and press the exhaust cam phaser onto the exhaust camshaft. Install and hand tighten the oil control valve.

78. Counter hold the camshaft with the Wrench, Camshaft Holder **2050800090** and tighten the intake oil control valve to 150 N·m (110 ft. lbs.).

79. Counter hold the camshaft with the Wrench, Camshaft Holder **2050800090** and tighten the exhaust oil control valve to 150 N·m (110 ft. lbs.).

80. Using an Allen key, loosen the chain tensioner holder retainer bracket tension bolt. Remove the chain tensioner holder retainer bracket bolt and remove the chain tensioner holder.

81. Install the timing chain guide and tighten the bolt to 9 N·m (80 In. Lbs.).

82. Rotate the crankshaft clockwise two complete revolutions and verify correct valve timing (Marks Align).

Service Procedure Continued

83. Verify that there are 22 chain pins between the intake and exhaust phaser timing marks sprockets (Figure 30).

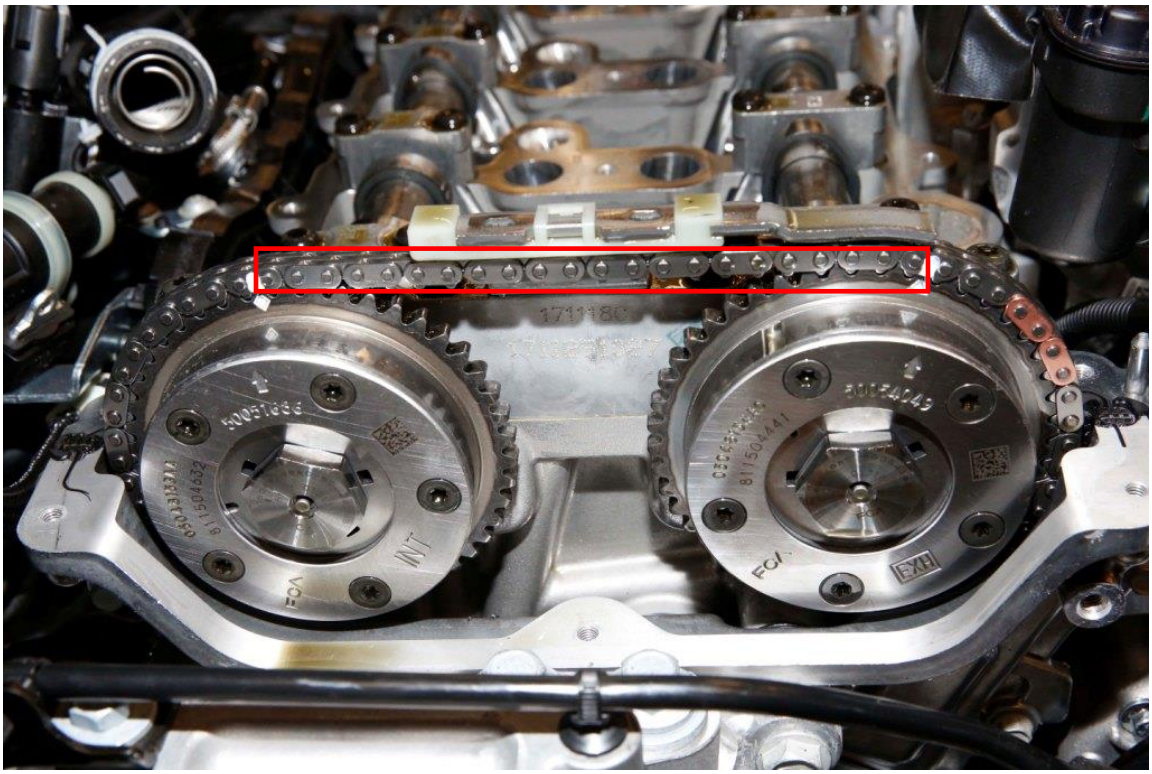

Figure 30 – Camshaft Timing

84. Reinstall the right front wheel well housing.

85. Reinstall the right front wheel and tire assembly and tighten lug bolts to 135 N·m (100 ft. lbs.).

86. Clean the cylinder head cover sealing surface at the front cover/cylinder head T-joints with isopropyl alcohol in preparation for sealant application.

Service Procedure Continued

CAUTION: Engine assembly requires the use of a unique sealant that is compatible with engine oil. Using a sealant other than Mopar® Threebond Engine RTV Sealant may result in engine fluid leakage.

CAUTION: Following the application of Mopar® Threebond Engine RTV Sealant to the gasket surfaces, the components must be assembled within 10 minutes and the attaching fasteners must be tightened to specification within 45 minutes. Prolonged exposure to the air prior to assembly may result in engine fluid leakage.

87. Apply a 2 to 3 mm wide bead of Mopar® Threebond Engine RTV Sealant Part Number 68082860AB to the cylinder head cover sealing surface at the front cover/cylinder head T-joints.

88. Install the **NEW** cylinder head valve cover and spark plug well gaskets (Figure 31).

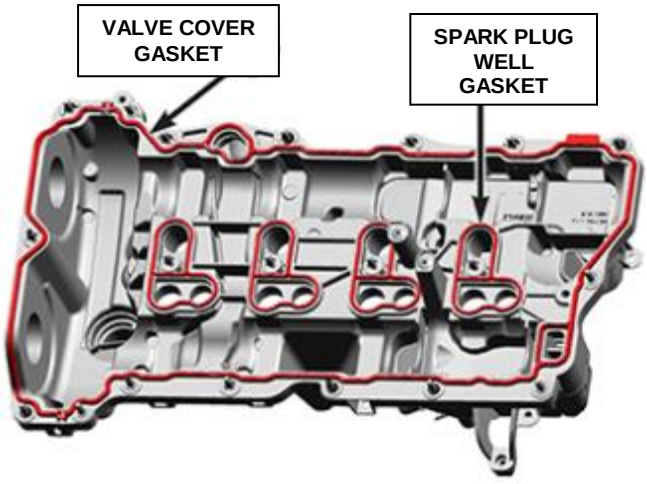

Figure 31 – Cylinder Head Valve Cover

89. Install the cylinder head valve cover while slightly tilting on an angle onto the cylinder head aligning pins to cover.

Service Procedure Continued

90. Tighten the twenty captured bolts in the sequence shown to 11 N·m (97 In. lbs.) (Figure 32).

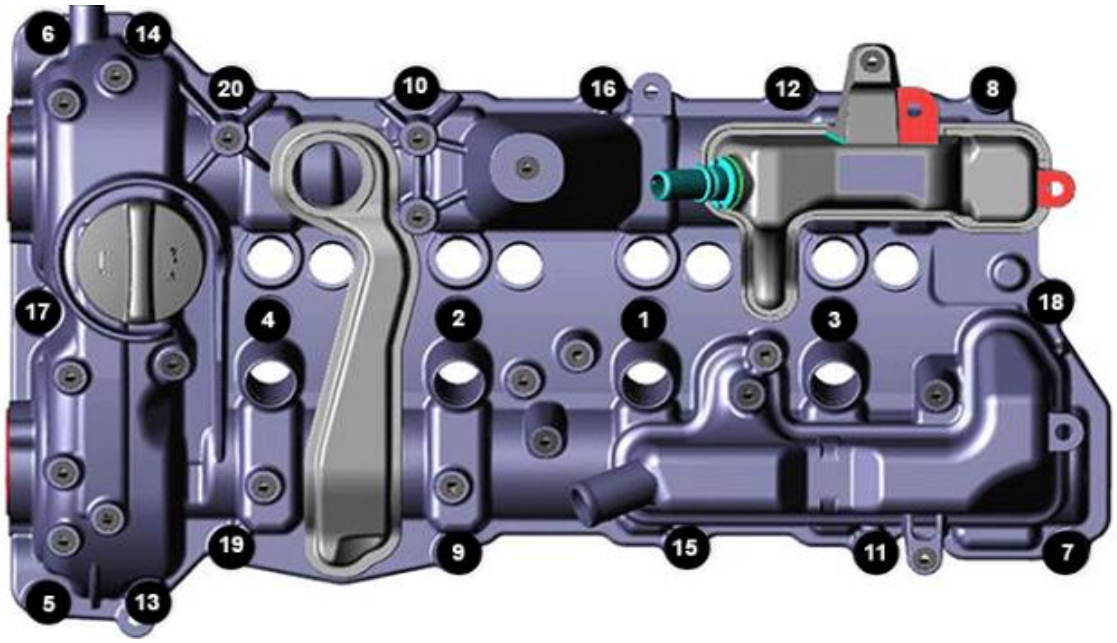

Figure 32 – Tightening Sequence

91. Install the ignition capacitor and tighten the nut to 9 Nm (80 In. lbs.).

Fuel Injector seal replacement procedure

92. Using the Pliers, Injector Seal Removal 2025505140 align the injector seal to the plier's diameter and apply moderate pressure to cut the seal then remove it (Figure 33).
CAUTION: The pliers must be aligned with the center of the injector seal to prevent damaging the fuel injector.

Figure 33 – Injector Seal Removal

Service Procedure Continued

93. Insert the **NEW** injector seal on the Cone, Injector Seal Installer 2025501141 mounted on the injector (Figure 34).

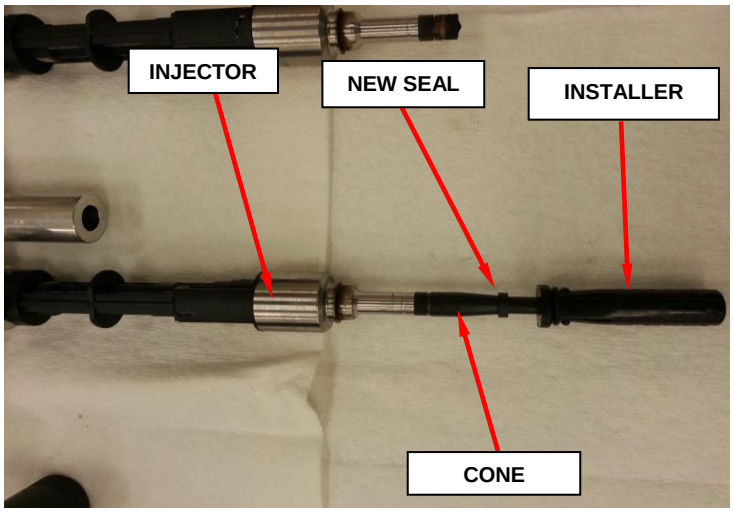

Figure 34 – Injector Seal Installation

94. Using the Installer, Injector Seal to Cone 2025502140, slide the injector seal into the recess on the fuel injector.

95. Check that the injector seal is correctly fitted onto the injector with the Tool, Injector Seal Calibration 2025503140. The tool has to install and remove freely without catching on the injector seal edge (Figure 35).

Figure 35 – Seal Calibration

Service Procedure Continued

96. Repeat this procedure on all of the fuel injectors.

97. Install the fuel rail guides on two of the mounting locations (Figure 36).

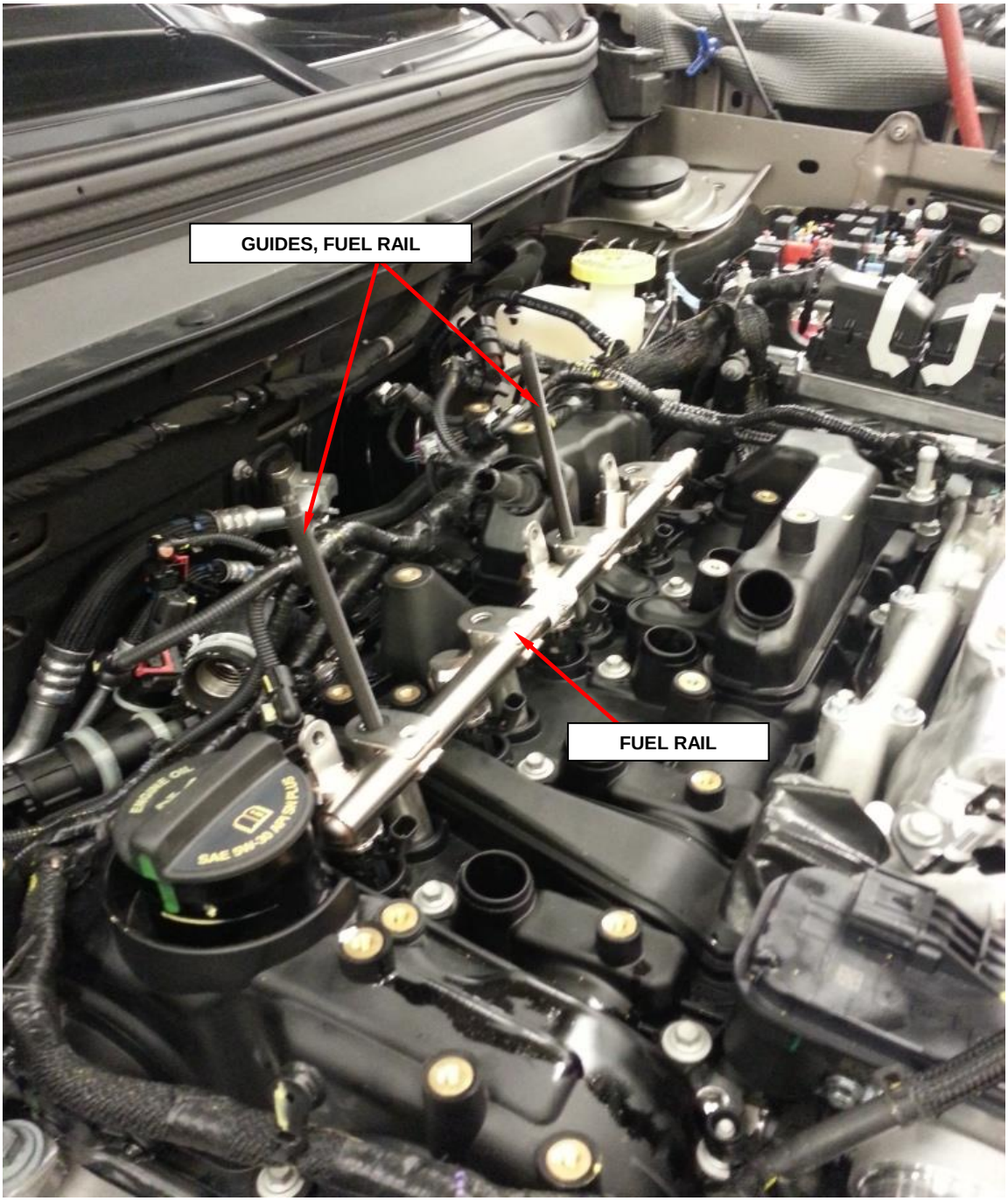

Figure 36 – Fuel Rail Guide

Service Procedure Continued

98. Carefully place the fuel injector rail onto the guides to aid in centering the fuel injectors to the cylinder head.

99. Remove the fuel rail guides and tighten the fuel rail bolts to 23 N·m (17 ft. lbs.).

100. Lubricate the threads of the fuel rail pressure sensor with a medium hydraulic oil Mobil DTE-25 or equivalent and tighten to 31 N·m (23 ft. lbs.).

101. Using the Wrench, Fuel Line **2025508140** Install the **NEW** high-pressure fuel pipe and tighten to 32 N·m (24ft.lbs.).

102. Install the by-pass coolant tube bracket bolt and tighten to 18 N·m (13ft. lbs.).

103. Install the variable valve timing (VVT) solenoids and tighten the screws to 4 N·m (35 in. lb.).

104. Install the left outer motor mount support bracket bolt and tighten to 112 N·m (83 ft. lb.).

105. Align the air filer housing with mounting studs and apply downward force to seat the rubber grommets.

106. Reattach the Manifold Absolute Pressure (MAP) hose.

107. Install the Exhaust Gas Recirculation (EGR) valve and reattach the hose and tighten the fasteners to 11 N·m (8ft. lbs.).

    NOTE: Visually inspect the EGR valve "O" ring for any cut, nicks, gashes, or frayed before installing valve, if "O" ring is found defective it must be replaced.

108. Install the turbocharger air outlet pipe and tighten the turbocharger air outlet pipe to cylinder head cover fastener to 8 N·m (71 in. lb.), tighten the turbocharger and throttle body hose clamps to 6 N·m (49 in. lb.).

Service Procedure Continued

109. Position the wire harness and engage the wire harness retainers to the cylinder head cover.

    NOTE: Replace all the damaged fir fasteners on the wiring harness.

110. Install the upstream oxygen sensor connector support bracket and tighten the nut to 9 N·m (80 in. lbs.).

111. Install the Closed Crankcase Ventilation (CCV) hose and connect the quick couplings.

112. Install the Positive Crankcase Ventilation (PCV) hose and connect the quick couplings.

113. Install the ignition coils and reconnect the electrical connectors tighten the captured ignition coil bolts to 8 N·m (71 in. lb.).

114. Reinstall the side engine cover aligning with the rubber grommets.

115. Reinstall the side engine cover bolt and ball stud and tighten to 10 N·m (89 in. lbs.).

116. Verify all electrical connections are connected.

117. Install the top engine cover and tighten the bolts to 10 Nm (89 in. lb.).

118. Reinsert the (F43) 20 amp fuel pump fuse in the PDC.

119. Connect the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector to the negative battery.

120. Start the engine and allow to run for one minute.

121. Return the vehicle to the customer.

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
Inspect for missing stem keeper	09-U5-21-81	2.1 hours
Inspect and replace valve stem keeper	09-U5-21-82	3.3 hours
*Replace Engine	*09-U5-21-83	8.9 hours

***Dealer Code 45214** has been identified with the vehicle for the engine replacement. Labor Operation Number has been authorized for this dealer code only.

Floor Plan Reimbursement	95-95-95-97	**Calculate See Below**

Floor Plan Reimbursement represents the vehicle's average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on **06/01/2018** and the remedy was made available on **08/09/2018**, therefore, the number of days cannot exceed **70** days.

Vehicle	Average Daily Allowance
(KL) Jeep Cherokee	**$4.30**

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 XXXXXXXXXXXXXXXXX

U52/NHTSA 18V-344

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 recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. 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 U52.

IMPORTANT SAFETY RECALL

Valve Stem Keeper

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 [2019 Jeep® Cherokee] 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 engine in your vehicle [1] may have been built with a missing valve stem keeper or a reversed installed camshaft cap. A missing valve stem keeper may allow the valve to drop into the engine cylinder, leading to engine damage. An engine built with a reversed installed camshaft cap may allow material transfer to the camshaft bearing and subsequent camshaft seizure. **A missing valve stem keeper or a reversed installed camshaft cap may result in loss of motive power. A sudden loss of motive power can cause a vehicle crash without prior warning.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle [2] free of charge (parts and labor). To do this, your dealer will inspect and install if missing an engine valve stem keeper and replace the cylinder head on reversed installed camshaft cap engines. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is four hours. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

TO SCHEDULE YOUR FREE REPAIR CALL
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

FIAT CHRYSLER AUTOMOBILES

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.