



New Safety Recall Advanced Communication – W22

FCA US LLC (FCA US) has announced a safety recall on certain 2019 Model Year (WK) Jeep® Grand Cherokee and 2019 Model Year (WD) Dodge Durango vehicles equipped with a 3.6L engine and four-wheel drive Single Speed Transfer Case (Sales Code DHY).

VINs identified as being involved in this campaign are currently live and searchable.
Stop sale is in effect for the above-identified vehicles.

Vehicles impacted by a stop sale are eligible for reimbursement allowance through the Recall Floorplan Reimbursement Policy (RFPRP), which can be requested upon recall claim submission.

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. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Involved vehicles can be determined by using the VIP inquiry process.

REASON FOR THIS SAFETY RECALL

Some of the above vehicles may have been built with a front differential that was assembled with pinion gears that are not hardened. This may result in the teeth of the gears wearing off, which can cause a loss of engagement between the pinion gears and the side gears. If both pinion gears have their teeth sufficiently worn off, torque cannot be transferred between the front wheels and the driveline. Because the single speed transfer case differential is open, the wheels rotate freely which results in a loss of motive power while the vehicle is in motion and a loss of the PARK function while stationary. In some circumstances, prior to a loss of motive power and/or inadvertent vehicle movement, the operator may notice a gear whine or a grinding noise. A loss of motive power or a loss of PARK function can cause a vehicle crash without prior warning and/or injury to others outside the vehicle.

SERVICE ACTION

FCA US will conduct a voluntary safety recall to replace the front differentials on affected vehicles. The remedy for this condition is not currently available. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in 2nd Quarter of 2020.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries regarding involved vehicles.

Customer Services Field Operations
FCA US LLC