Revision 2 May 2020

Dealer Service Instructions for:

Safety Recall W12 / NHTSA 20V-124 Clutch

NOTE: Added NEW information in section A. Clutch Master Cylinder Inspection, Parts Information section and LOP section.

Remedy Available

2018 – 2020 (JL) Jeep® Wrangler
2020 (JT) Jeep® Gladiator

NOTE: This recall applies only to the above vehicles equipped with a 6-speed manual transmission ***(sales code DEM)****.*

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

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

In some circumstances, the clutch pressure plate on about 36,750 of the above vehicles may become overheated through friction, which may lead the pressure plate to fracture. A fractured pressure plate may crack or fracture the transmission case, allowing heated debris to contact ignition sources on the vehicle, potentially leading to a vehicle fire. In some circumstances, the operator may smell a burnt clutch odor, or have excessive or abnormal clutch pedal travel prior to the failure. A vehicle fire can result in occupant injury and injury to persons outside the vehicle, as well as property damage. A fractured pressure plate may also lead to a loss of propulsion, or generation of road debris. Either of these two conditions can cause a vehicle crash without prior warning.

Repair

Remove the hydraulic hose reservoir hose clip and discard, install a hose sleeve, and bleed the clutch slave cylinder on all of the above vehicles, start the service procedure at section **A. Clutch Master Cylinder Inspection.**

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that repair is required and the vehicle must be held overnight.

Parts Information

Part Number	Description
04318080AD	Fluid, Brake DOT 3 (MS-4574)

NOTE: The following PN: CSDLW123AA is to be installed on all involved vehicles.

Part Number	Description
CSDLW123AA	**Part Package**

Each package contains the following components:

Quantity	Description
1	Sleeve, Hose

Parts Information [Continued]

NOTE: The following part packages below are to be ordered if the Clutch Health test failed and air bubbles have been observed while performing the Clutch Slave Cylinder Inspection procedure in section A and B.

Part Number	Description
***CSDLW121AA**	**Part Package**

Each package contains the following components:

Quantity	Description
6	Bolt, Clutch to Flywheel
8	Bolt, Flywheel to Crankshaft
1	Bearing
1	Pivot
12	Bolt, Propshaft to T-case
4	Bolt, "Y" Pipe
1	Clamp, Exhaust
2	Bolt, Center Bearing to Bracket
1	Tie Strap
1	Tie Strap
1	Tie Strap
4	Bolt, Front Propshaft to Axle

Part Number	Description
05083149AA	Grease, Clutch Spline, Clutch Fork Pivot (MS-6560)

Part Number	Description
***CSDLW124AA**	**Part Package**

Each package contains the following components:

Quantity	Description
1	Kit, Clutch

Parts Information [Continued]

Part Number	Description
***CSDLW125AA**	**Part Package**

Each package contains the following components:

Quantity	Description
1	Flywheel Assembly

NOTE: The following PN: CSDLW122AA is to be ordered if any leak/seepage, deformation, or wear is found while performing section A. Clutch Master Cylinder Inspection.

NOTE: Submission of a STAR Case will require supporting photos of the hose leak/seepage to order CSDLW122AA Part Package (Hose, Hydraulic Upper**). If the STAR Center confirms that a new hose is required, an order will be generated by Mopar. A temporary substitute remedy part (Clutch Master Cylinder Assembly) may be ordered by Mopar if CSDLW122AA is not available. In this instance, please remove the hose by simply pulling the hose off the Clutch Master Cylinder, use only the hose and discard the Clutch Master Cylinder.**

Part Number	Description
CSDLW122AA	**Part Package**

Each package contains the following components:

Quantity	Description
1	Hose, Hydraulic Upper

NOTE: Please note that requests for CSDLW122AA Part Package through STAR will be filled based on the Dealership's facing PDC stock. If the Dealer's facing PDC does not have inventory the order will be processed as inventory arrives with the oldest requests being fulfilled first. An approval from STAR does not mean an immediate order will be generated. The delay in parts is expected to be temporary, please continue to monitor DCmail for future developments. Please utilize alternative transportation for any customers affected by a delay.

Parts Return

The Pressure Plate, Disc and Flywheel will be subject to parts return.

Please make sure to retain the Pressure Plate, Disc and Flywheel until the recall claim is paid, go to the "Parts" tab and click on the "Return material Utility" in "DealerCONNECT". In the" Dispositions" tab it will give a disposition of "Return". In the "Tickets" tab under "UPS ground", the claim will be listed. Select the ticket and follow theprocess to generate a "Part Return Document", "UPS Shipping Label" and "UPS Receipt". Place the Pressure Plate, Disc, Flywheel and the Part Return Document inside the box, the new part came in. Attach the UPS Shipping label on the outside of the box and ship to:

Quality Engineering Center
2021 Executive Hills Blvd.
Auburn Hills, MI 48326

Special Tools

The following special tools are required to perform this repair:

- NPN Tool, Flywheel Locking 10272
- LSLMV8500 Kit, Vacuum Hand Pump

Service Procedure

A. Clutch Master Cylinder Inspection.

1. Locate and cut the clip holding the wire harness to the low pressure reservoir hose and **Discard** the clip (Figure 1).
2. Visually inspect the low pressure reservoir hose for any leaks/seepage (***See Sample Pictures Below***), if leak or seepage, deformation, or wear is found replace the reservoir hose (Figure 1).

   NOTE: Place shop towels to protect paint surface and components from fluid spill, wipe away fluid from components and surface immediately.

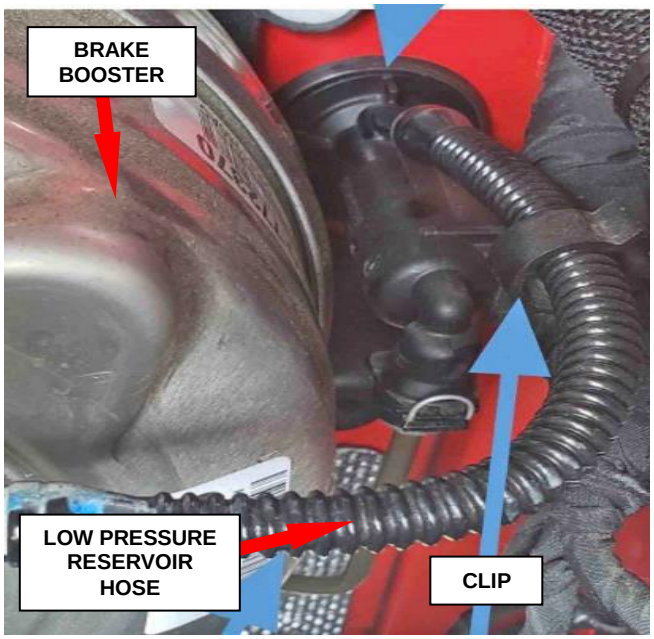

Figure 1 – Low Pressure Reservoir Hose

SAMPLE of Leak/Seepage

SAMPLE of Leak/Seepage

NOTE: Submission of a STAR Case will require supporting photos of the hose leak/seepage to order CSDLW122AA Part Package (Hose, Hydraulic Upper**). If the STAR Center confirms that a new hose is required, an order will be generated by Mopar. A temporary substitute remedy part (Clutch Master Cylinder Assembly) may be ordered by Mopar if CSDLW122AA is not available. In this instance, please remove the hose by simply pulling the hose off the Clutch Master Cylinder, use only the hose and discard the Clutch Master Cylinder.**

Service Procedure [Continued]

3. Install the protective sleeve on the low pressure reservoir hose, **making sure it is installed close to the clutch master cylinder inlet tube** (Figure 2).

   NOTE: If the reservoir hose is replaced, actuate the clutch pedal 50 times, making sure the pedal is getting to the top of its return stroke each time (this may require that you lift the pedal to the top of the stroke).

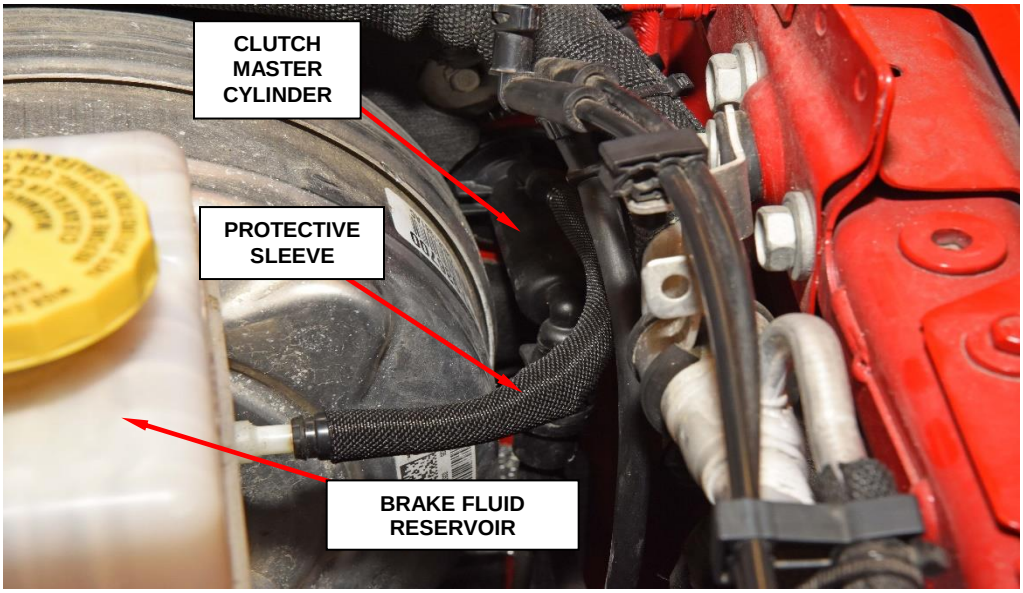

Figure 2 – Hose Sleeve Installed

Service Procedure [Continued]

NOTE: During bleed process below, note if any air bubbles are observed in the clear hose.

4. Perform the hydraulic clutch system bleed, using the Mityvac tool and follow the provided steps below.

5. Assemble the Mightyvac tool using adequate length of clear hose as shown in figure 3.

   a) Install bungee cord or equivalent to hold the clutch pedal up.

   b) Remove the reservoir cap and fill the brake/clutch fluid reservoir to **top** of reservoir (Figure 4).

   c) Raise and support the vehicle on a hoist.

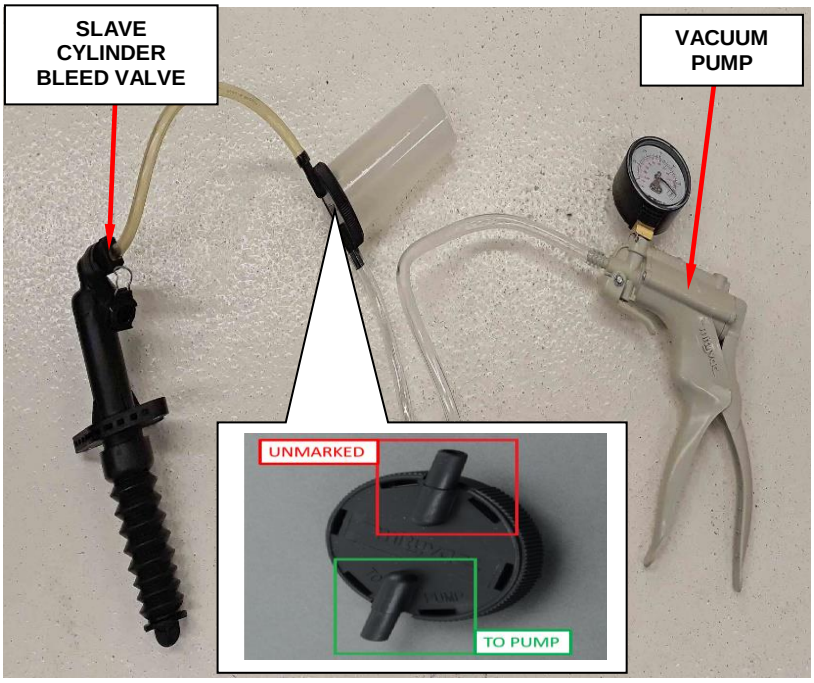

Figure 3 – Mityvac Tool Assembled

   d) Remove the rubber cap covering the Clutch Release Cylinder (CRC) bleed valve.

   e) Install a length of clear tubing onto the CRC bleed valve.

   f) Connect the other end of the clear tubing to the **UNMARKED** port on the Mityvac clear bottle (Figure 3).

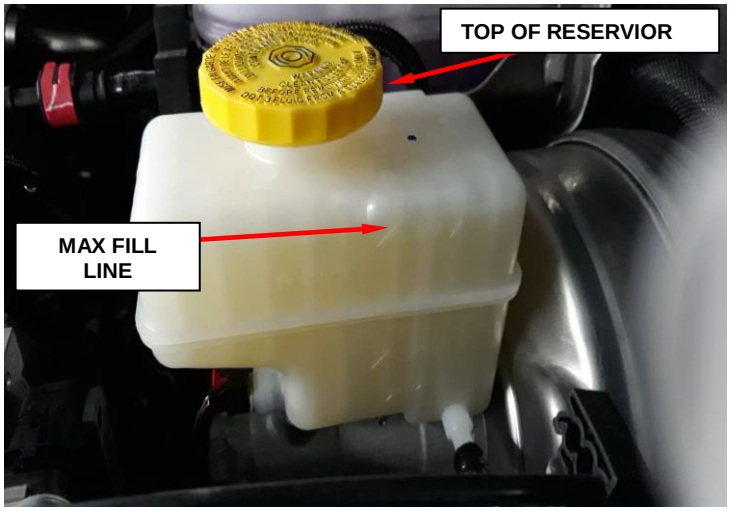

Figure 4 – Brake/Clutch Fluid Reservoir

Service Procedure [Continued]

g) Connect the Mityvac pump side hose to the port marked **TO PUMP** on the Mityvac clear bottle (Figure 3).

h) Using the Mityvac system, create and maintain a minimum vacuum of 20 mmHg on the CRC bleed valve.

i) Fully open the CRC bleed valve.

j) While maintaining vacuum on the CRC bleed valve, continue the process until 60mL of brake fluid is removed.

k) Fully close the CRC bleed valve.

l) Lower the vehicle and top off the brake/clutch fluid reservoir to the top of the reservoir (above **MAX fill**) (Figure 4).

m) Repeat **steps h - l** at least five more times or until there are no more air bubbles observed through the clear hose.

n) Remove the Mityvac system and reinstall the rubber cap on the CRC bleed valve.

o) Lower the vehicle on the hoist.

p) Install brake fluid reservoir cap **(Note: Align cap tabs to reservoir tabs).**

q) Remove bungee cord from clutch pedal.

r) Actuate the pedal **50 times**, making sure the pedal is getting to the top of its return stroke each time (this may require that you lift the pedal to the top of the stroke).

s) At the brake/clutch fluid reservoir, top off or remove fluid as necessary to reach the **MAX** fill line on the reservoir.

t) Engage the parking brake, verify the vehicle is in Neutral, start engine and verify clutch operation and pedal feel.

u) If the clutch pedal is not returning to the top of its stroke, or does not disengage the clutch, repeat the bleeding procedure.

Service Procedure [Continued]

6. During bleed process were any air bubbles observed traveling through the clear hose?

   - **YES:** Proceed to section **B. Clutch Health Check Procedure**

   - **NO:** No further service required, return the vehicle to the customer.

B. Clutch Health Check Procedure

NOTE: The clutch health check procedure requires a technician that has experience in driving manual transmission vehicles.

NOTE: Limit the test to one time, to prevent excessive clutch odor.

1. Move vehicle to a parking lot, away from pedestrians or other vehicles.

2. Close all windows and turn HVAC system off prior to starting procedure below.

3. Fully engage the parking brake.

4. Fully depress to the clutch pedal and move shift lever into 4th gear.

5. Raise the engine to 4,000 RPM (Revolutions Per Minute).

6. Engage the clutch rapidly and simultaneously move the accelerator to wide open throttle.

   NOTE: Do not slide foot off the clutch pedal, simply rapidly release your foot.

Service Procedure [Continued]

- If the engine stalls immediately without the engine RPM increasing, the clutch heath test has **passed**, no further service is required return the vehicle to the customer.

  NOTE: Allow a minimum of 5 minutes for the clutch odor to dissipate before returning vehicle to the customer.

- If the engine RPM increases (indicating clutch slippage) and then stalls the clutch health test **failed**, follow section **C. Replace Clutch Procedure.**

- If the engine RPM increases (indicating clutch slippage) but does not stall the clutch health test **failed**, follow section **C. Replace Clutch Procedure.**

Service Procedure [Continued]

C. Replace Clutch Procedure.

1. **a)** Remove the nut for the supplemental battery negative cable and isolate the cable. (Figure 5).

   b) Remove the nut for the main negative cable and isolate the cable (Figure 5).

   c) Disconnect the IBS (Figure 5).

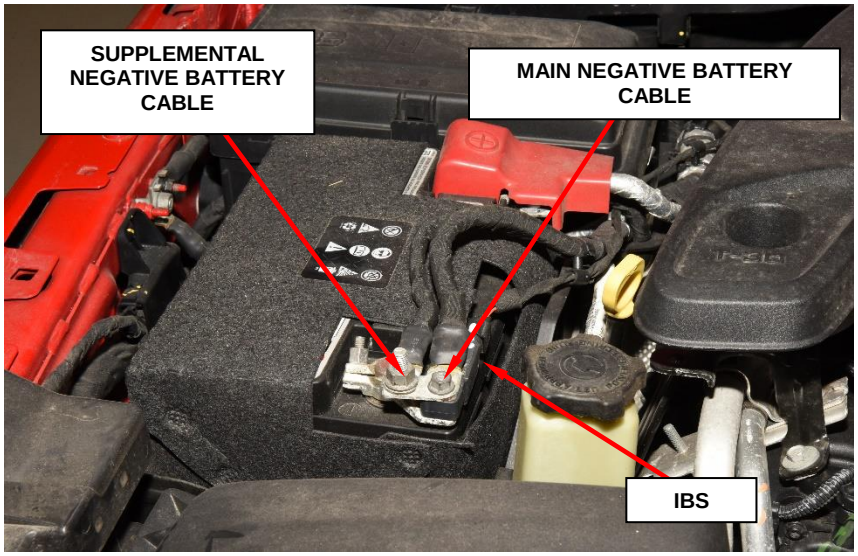

Figure 5 – Battery Negative Cable(s)

NOTE: If the battery negative cables are not isolated it will result in the system still having battery connection and a potential power spike or power of the system and can cause damage or deployment of air bags.

2. Raise and support the vehicle.
3. Remove the crossmember shield (Figure 6).
4. **If equipped:** remove the skid plates (Figure 6).
5. Support the transmission with a suitable transmission jack.
6. Remove the cross member bolts.
7. Remove the transmission cross member (Figure 6).

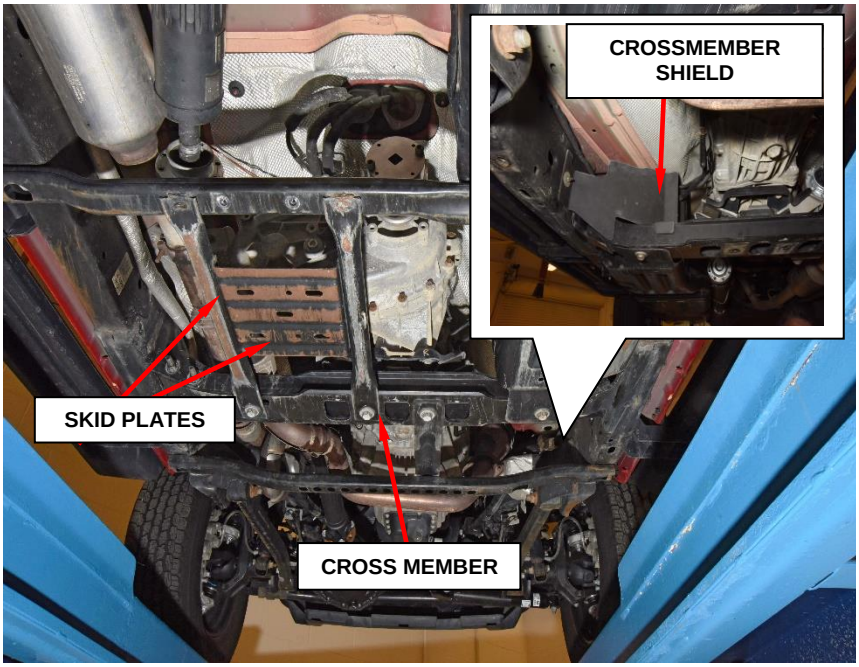

Figure 6 – Skid Plates

Service Procedure [Continued]

8. Mark the transfer case rear flange and the propeller shaft for installation reference before removing the propeller shaft. Mark the transfer case front flange and the front propeller shaft before removing the propeller shaft (Figure 7 and Figure 8).

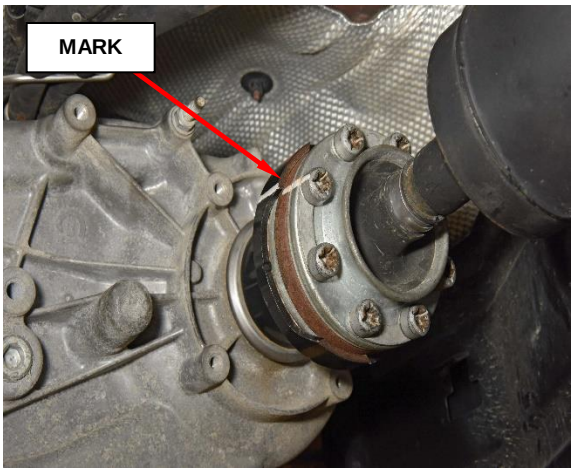

Figure 7 – Transfer Case Flange

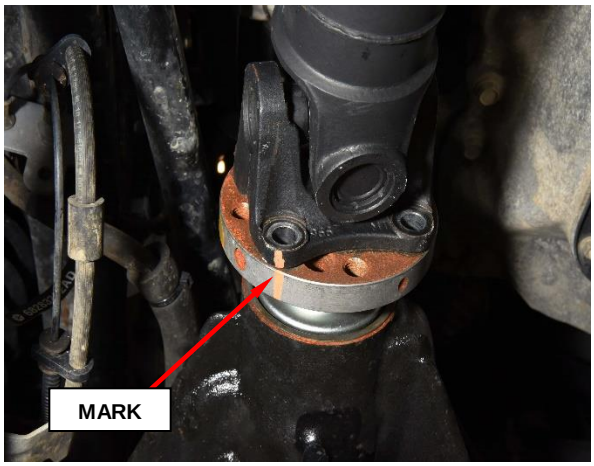

Figure 8 – Front Propeller Shaft

9. Remove the rear drive shaft flange bolts at the transfer case and the bolts at the rear axle and remove propeller shaft and set aside (Figure 7).

   NOTE: Apply rust penetrant to the exhaust bolt threads and allow to saturate to ease bolt removal.

10. Remove the exhaust clamp.

11. Remove the right side exhaust flange bolts.

12. Remove the left side exhaust flange bolts.

13. Remove the exhaust isolator fasteners.

14. Remove the "Y" pipe (Figure 9).

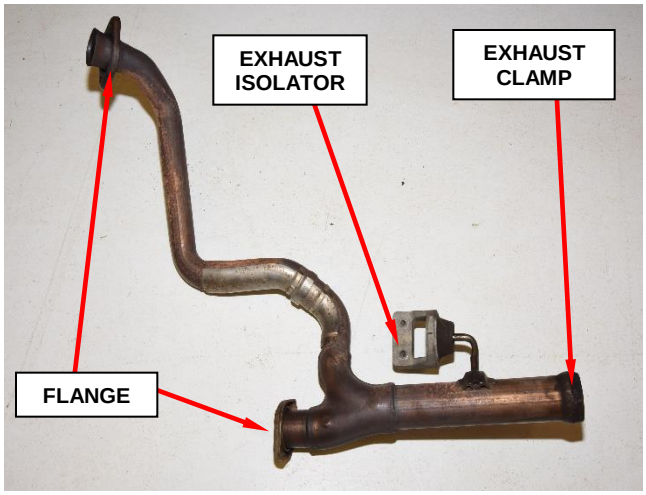

Figure 9 – "Y" Pipe

Service Procedure [Continued]

15. Remove the transmission mount (Figure 10).

16. Disconnect the rod from the bracket ball stud, then remove the two bolts and nut attaching the transfer case rod to the bracket and position aside (Figure 11).

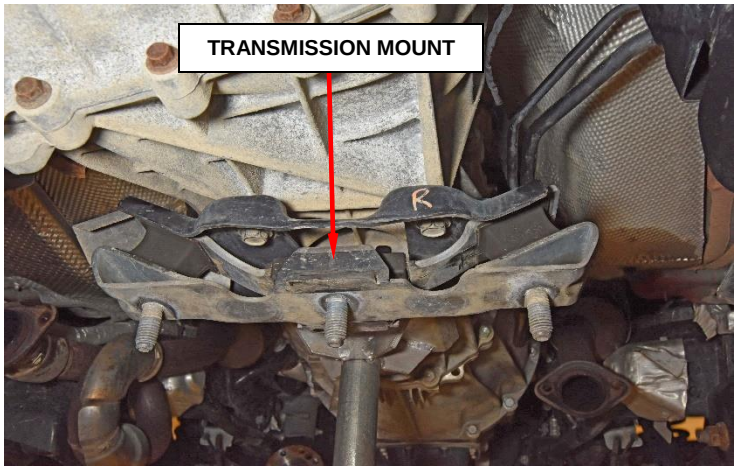

Figure 10 – Transmission Mount

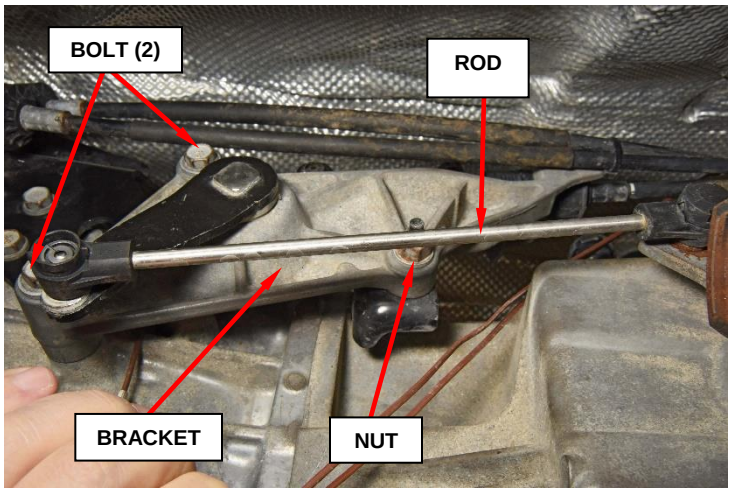

Figure 11 – Rod Bracket

17. Remove the nut attaching the wire bracket to the transfer case.

18. Remove the clutch slave cylinder hydraulic line clip bolt and the 2 nuts, then remove the clutch slave cylinder and position aside (Figure 12).

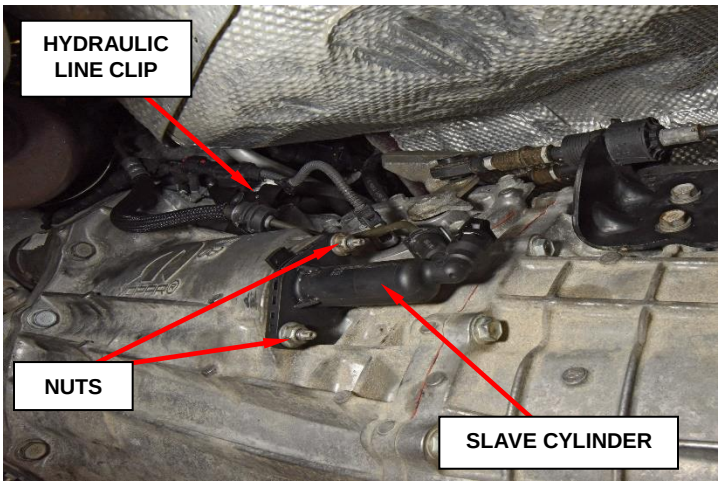

Figure 12 – Slave Cylinder

Service Procedure [Continued]

19. Disconnect the neutral switch electrical connector.

20. Using a suitable tool, disconnect the shift cables **from** the transmission bracket.

    CAUTION: Do not remove the shift cable bracket.

    CAUTION: If any of the shift cables or shift cable brackets are removed, the cable adjustment must be checked. This adjustment is critical. If not set correctly, transmission damage is possible.

21. Position the shift cables away from the transmission.

22. Remove the bolts attaching the fuel line bracket to the transmission (Figure 13).

23. Disconnect the wiring harness fir tree retainers from the transmission.

24. Unlock the electrical connector from the transfer case range position switch and disconnect the wire harness connector.

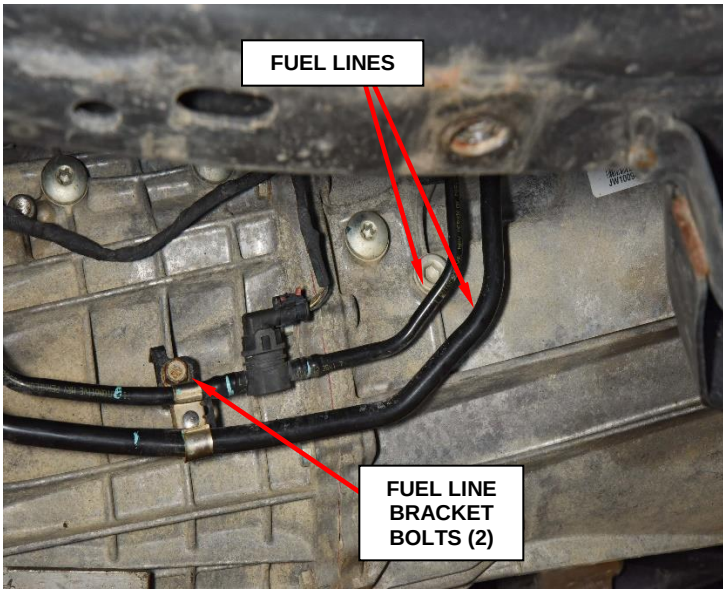

Figure 13 – Fuel Lines

25. Unlock the electrical connector from the all gear sensor on the transmission and disconnect the wire harness connector.

26. Slightly lower the transmission.

27. Using a suitable jack, support the transfer case. Using safety chains, secure transfer case to the jack.

28. Remove the seven bolts securing the transfer case to the transmission assembly.

29. Move the transfer case assembly rearward until it is free of the transmission output shaft.

Service Procedure [Continued]

30. Lower the jack and remove the transfer case from under the vehicle

31. Disconnect the transmission vent hose from the transmission.

32. Remove the transmission to engine mounting bolts.

33. Move the transmission rearward until the input shaft is clear of the clutch assembly.

34. Lower the transmission jack and the transmission and set aside.

35. Install the **Tool, Flywheel Locking 10272** onto back of the engine block (Figure 14),

    NOTE: It may be necessary to install an appropriate length 10 MM bolt, washer and nut in place of the supplied 12 MM fastener.

36. Loosen clutch assembly bolts evenly, a few threads at a time and in a diagonal pattern to prevent warping the clutch assembly (Figure 14).

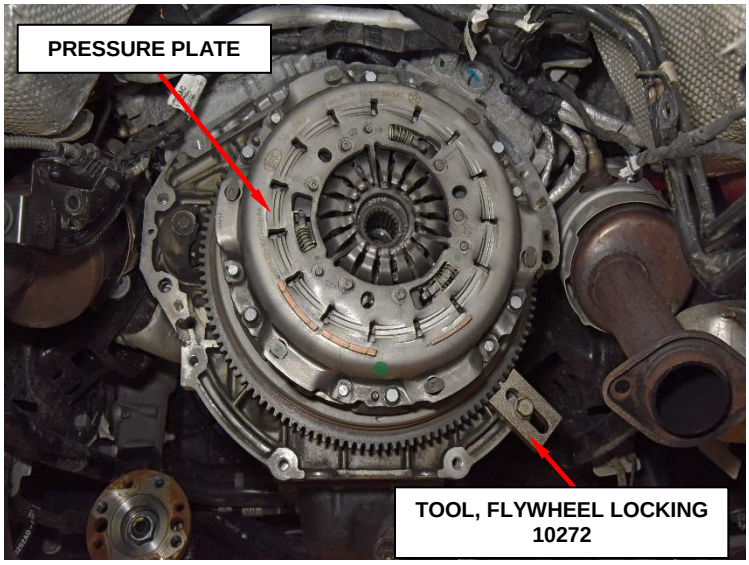

Figure 14 – Locking Tool Installed

WARNING: FCA US LLC does not manufacture any vehicles or replacement parts that contain asbestos. Aftermarket products may or may not contain asbestos. Refer to aftermarket product packaging for product information. Whether the product contains asbestos or not, dust and dirt can accumulate on manual clutch parts during normal use. Follow practices prescribed by appropriate regulations for the handling, processing and disposing of dust and debris.

Service Procedure [Continued]

37. While holding the clutch and disc against the flywheel, remove the bolts holding the pressure plate to the flywheel and **DISCARD** the bolts, **save the Clutch and Pressure Plate for parts return.**

38. Remove the flywheel bolts and the flywheel. **DISCARD** the bolts **and save Flywheel for parts return.**

39. Install the **NEW** flywheel and **NEW** bolts tighten flywheel bolts evenly and in rotation a few threads at a time. The bolts must be tightened evenly to 52N·m (38ft. lbs.) (Figure 15).

40. Install the **NEW** clutch pressure plate to the flywheel and **NEW** clutch disc. Finger tighten the clutch assembly to flywheel bolts (Figure 14).

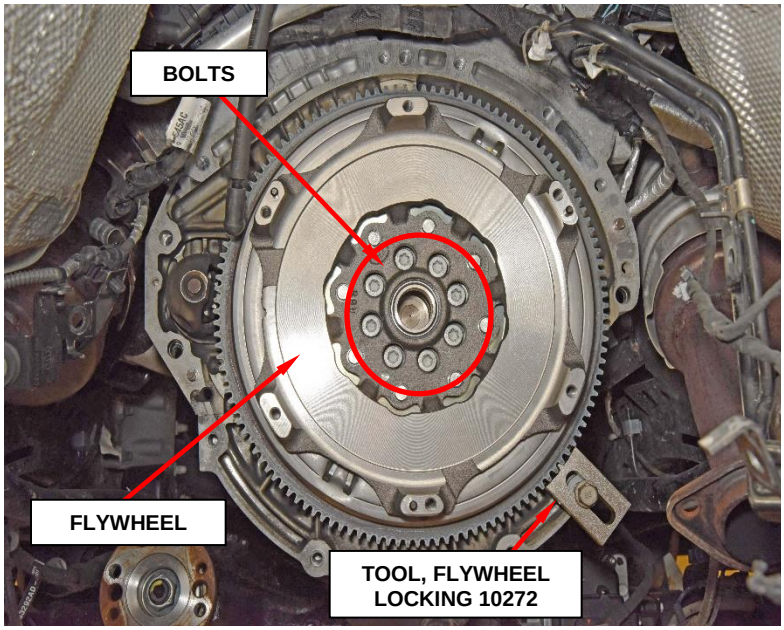

Figure 15 - Flywheel

NOTE: Clutch disk does not require a clutch alignment tool for installation.

41. Tighten clutch assembly bolts evenly and in rotation a few threads at a time. **The bolts must be tightened evenly and to specified torque to avoid distorting the clutch assembly.**

42. Using a "star" torque pattern, tighten the pressure plate bolts to 30N·m (22ft.lbs.).

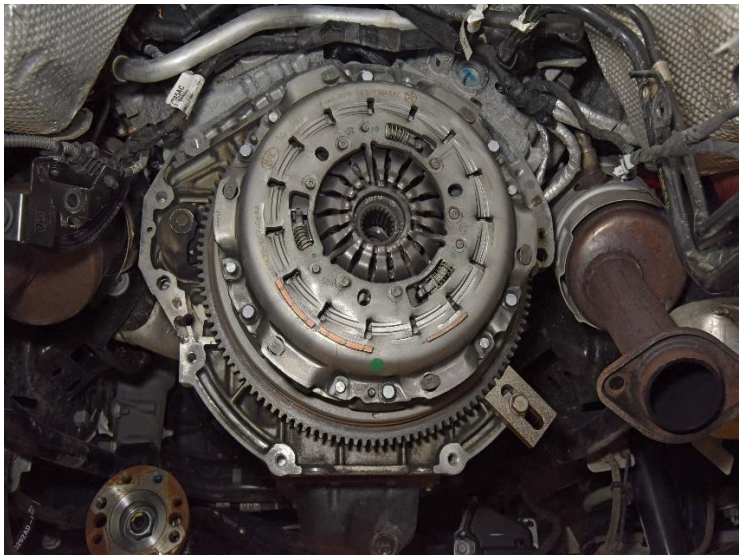

Figure 16 – Clutch Pressure Plate Installed

Service Procedure [Continued]

43. Remove the Clutch Fork and wipe clean.

44. Remove the throw-out bearing and **DISCARD.**

45. Remove the pivot bolt and **DISCARD.**

46. Install the **NEW** Pivot bolt and tighten to 25N·m (18ft. lbs.) (Figure 17).

NOTE: Wipe the Transmission input Shaft Splines and Clutch Fork clean before installing NEW bearing and applying NEW grease.

47. Apply a very light coat of Mopar® high temperature bearing grease or equivalent to the input shaft splines (0.3 grams) (Figure 17).

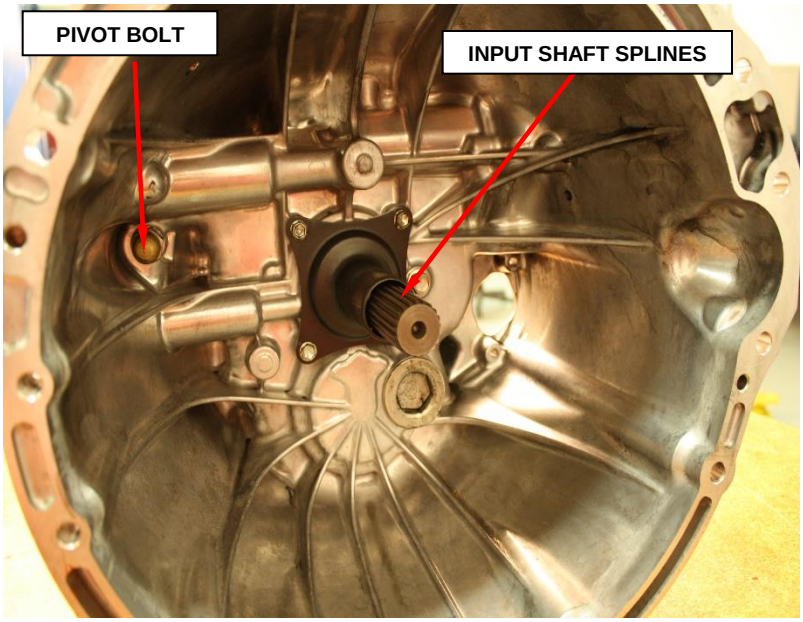

Figure 17 – Pivot Bolt

Service Procedure [Continued]

48. Replace the clutch release bearing and apply a thin coat of Mopar® high temperature bearing grease to clutch fork / release bearing interface (Figure 18).

49. Position clutch release bearing to clutch release fork and properly snap in place, ensure clips are fully seated. Apply 1 gram of Mopar® high temperature bearing grease to fork pockets. Position spring clip to fork and snap in place as shown in figure 18. Position sub assembled fork/bearing/spring clip to trans guide shaft/quill, then slide in place. Position spring clip over trans pivot ball stud then snap in place. Ensure properly seated.

50. Continue to section D. **Transmission Installation.**

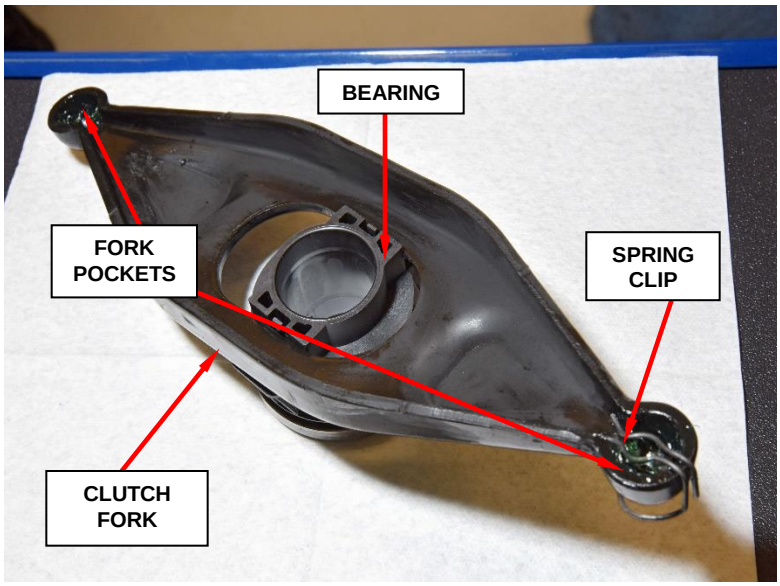

Figure 18 – Clutch Fork Assembly

Service Procedure [Continued]

D. Transmission Installation

1. Clean the transmission front housing mounting surface.
2. Position the transmission under the vehicle and raise the position into place.
3. Carefully push transmission forward to align the transmission input shaft and dowel pins into the transmission.
4. Install the transmission mounting bolts and tighten to 50N·m (37ft. lbs.).
5. Install the fuel line fasteners and brackets to the transmission.
6. Install the starter motor assembly and tighten the bolts to 47N·m (35ft. lbs.).
7. Reconnect the vent hose to the transmission.
8. Align and seat the transfer case on the transmission. Be sure the transfer case input gear splines are aligned with the transmission output shaft. Align the splines by rotating the transfer case rear output shaft yoke if necessary. Do not install any transfer case attaching bolts until the transfer case is completely seated against the transmission and tighten the bolts to 60N·m (45ft lbs.).
9. Fasten the wire form to the transfer case and tighten the nut to 20N·m (15ft. lbs.)
10. Route and attach the wiring harnesses to the clips located on the case.
11. Reconnect the electrical connector to the transmission all gear sensor.
12. Reconnect the electrical connector to the transfer case range position sensor.
13. Attach the shifter cables to the shift cable bracket and transmission ball studs.

CAUTION: If any of the shift cables or shift cable brackets are removed, the cable adjustment must be checked. This adjustment is critical. If not set correctly, transmission damage is possible

Service Procedure [Continued]

14. Install the transfer case rod bracket and tighten the 2 bolts and nut to 24N·m (18ft. lbs.) (Figure 11).

15. Attach the transfer case rod to the ball lever, use channel lock style pliers to press the rod back on the lever (Figure 11).

16. Install the wire form on the transfer case tighten the nut to 20N·m (15ft. lbs.)

17. Insert the slave cylinder into the transmission, and install the nuts and bolt, and tighten to 17 N·m (13ft. lbs.) (Figure 12).

    NOTE: Slave cylinder must be inserted in-line with the mounting studs, failure to install the slave cylinder correctly may result in damaging the slave cylinder.

    CAUTION: Bore scope inspection required to ensure clutch fork to slave cylinder alignment. Failure to inspect and verify proper seating of the slave may result in transmission damage or loss of clutch function.

    NOTE: Ensure slave cylinder is properly seated within fork pocket.

18. Install the front driveshaft to axle flange with the reference marks aligned and tighten the **NEW front** driveshaft to front axle flange bolts to 121N·m (89ft. lbs.) Tighten the **NEW** front driveshaft to transfer case flange bolts to 39N·m (29ft. lbs.) (Figure 8).

19. Install the rear driveshaft with the reference marks aligned and tighten the **NEW** bolts to 39N·m (29ft. lbs.) (Figure 7).

20. **JT Model:** Align and Install **NEW** center bearing mount bolts and tighten to 62 N·m (46ft. lbs.).

21. Install the "Y" exhaust pipe and install **NEW** bolts tighten to 18N·m (13ft. lbs.) and install a **NEW** exhaust clamp and tighten to 26Nm (19ft. lbs.).

22. Install the transmission mount and tighten the bolts to 54N·m (40ft. lbs.) (Figure 10).

23. Install the transmission cross-member (Figure 6).

Service Procedure [Continued]

24. Install the left side transmission cross-member to frame bolts and tighten to120N·m (129ft. lbs.).

25. Install the left side transmission to cross-member nuts hand tight.

26. Install the right side transmission cross-member to frame bolts and tighten to to72N·m (53ft. lbs.).

27. Tighten the left side transmission cross-member to frame nuts to120N·m (129ft. lbs.).

28. Lower the transmission until the weight is on the rear isolator, then remove the support.

29. Install the rear isolator to transmission cross-member nuts and tighten to 175N·m (129ft. lbs.).

30. Install the exhaust hanger bolts and tighten to 25N·m (18ft. lbs.).

31. Install the fuel tank shield to transmission cross-member bolt and tighten securely.

32. Install the transfer case skid plate tighten the bolts to 75N·m (55ft. lbs.).

33. Lower the vehicle.

34. Connect the negative battery cable(s) and tighten to 6N·m (53in. lbs.).

35. Road Test vehicle to verify proper vehicle performance and verify transfer case shifts and functions in all ranges (2HI, 4HI, NEUTRAL, and 4LO) shift functionality, before returning the vehicle to the customer.

36. 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.

NOTE: Removing the hose from the temporary substitute Clutch Master Cylinder Assembly does not require an additional LOP. Please use the applicable LOP in the list below.

NOTE: If the temporary Clutch Master Cylinder Assembly part number is used it should be claimed as a consequential part on the claim.

Use the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Remove tie strap, install hose sleeve, inspect reservoir hose for leak, bleed hydraulic clutch	06-W1-21-82	0.5 hours
Remove tie strap, install hose sleeve, replace reservoir hose, bleed hydraulic clutch, perform clutch health test	06-W1-21-83	0.6 hours
Remove tie strap, install hose sleeve, replace reservoir hose, bleed hydraulic clutch, perform clutch health test, replace Clutch, Flywheel, Pressure Plate, slave cylinder, pivot bearing	06-W1-21-84	4.6 hours
Optional Equipment		
Two Piece Propeller Shaft	06-W1-21-61	0.2 hours
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

Floor Plan Reimbursement

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 **03/10/2020** and the remedy was made available on **04/30/2020**, therefore, the number of days cannot exceed **51** days.

Vehicle	Average Daily Allowance
2019 – 2020 (JL) Jeep Wrangler	[redacted]
2019 – 2020 (JT) Jeep Gladiator	[redacted]

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

W12/NHTSA 20V-124

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 W12.

IMPORTANT SAFETY RECALL

Clutch

Dear [Name],

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

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain [2018 -2020 Model Year (JL) Jeep Wrangler and 2020 (JT) Jeep Gladiator] 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?

In some circumstances, the clutch pressure plate on your vehicle [1] may become overheated through friction, which may lead the pressure plate to fracture. A fractured pressure plate may crack or fracture the transmission case, allowing heated debris to contact ignition sources on the vehicle, potentially leading to a vehicle fire. In some circumstances, the operator may smell a burnt clutch odor, or have excessive or abnormal clutch pedal travel prior to the failure. **A vehicle fire can result in occupant injury and injury to persons outside the vehicle, as well as property damage. A fractured pressure plate may also lead to a loss of propulsion, or generation of road debris. Either of these conditions can cause a vehicle crash without prior warning.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle [2] free of charge (parts and labor). To do this, your dealer will install a protective hose sleeve, reroute a wire harness, inspect the clutch system, and replace components as needed. The estimated repair time is about one hour. However, if inspection determines additional components need to be replaced additional time may be necessary. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so 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
FCA 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.