

Dear Mr/Mrs. (customer name),

We are contacting you to inform you that your manual transmission (Jeep Wrangler/Gladiator) order has been delayed due to a safety recall. The recall campaign number is Y01 for the clutch pressure plate. The repair is currently being developed. Shipment of these vehicles is expected to re-start in March 2021. Customer sold orders will be prioritized for shipment.

The recall on your vehicle will be resolved prior to delivery to your dealership.

We understand the excitement to get behind the wheel of your new (Jeep Wrangler/Gladiator). Should you have any questions, please contact your selling dealership or customer care at 800-853-1403.

We sincerely apologize for any inconvenience this may cause. Thank you for your loyalty and passion for the Jeep brand.

FCA Recall Assistance

Phone Script:

Hello (Mr/Mrs Name)! My name is _____ and I am calling from Jeep Customer Care about your order of a (Jeep Wrangler or Jeep Gladiator) with a manual transmission. Is this a good time to talk?

If no, set time for follow up.

If yes: Thank you for taking the time to speak with me. I am contacting you to inform you that your vehicle order has been delayed due to a safety recall. The recall campaign number is Y01 for the clutch pressure plate. The repair is currently being developed. Shipment of these vehicles is expected to re-start in March 2021. Customer sold orders will be prioritized for shipment.

The recall will be addressed prior to you taking delivery of the vehicle.

If the customer asks additional questions about the recall:

AH 3104 is updated with information about the recall. Brief overview:

- Vehicles equipped with manual transmissions may experience overheating of the clutch intermediate pressure plate. Extreme overheating may cause the clutch to fracture.
- Remedy is updated software for the vehicle that mitigates safety risks related to the clutch assembly.

We sincerely apologize for any inconvenience this may cause. Thank you for your loyalty and passion for the Jeep brand.