



RECALL Z48 CUSTOMER COMMUNICATIONS

Letters regarding Recall Z48 were mailed to all originally-identified owners beginning on July 28, 2022. However, some vehicles were included in the recall that, after further investigation, should not have been.

Customers whose vehicles should not have been included in the recall will be receiving a letter stating that FCA US LLC has decided, after further investigation, that their vehicles actually **did not** contain the component that is the subject of the recall. The letter will also inform these customers there is no action required on their part and that their vehicles are being removed from the recall notification list. The letter will also include an apology for the miscommunication.

Note that owners of vehicles equipped with sales code NHM were mailed final notification letters beginning on November 29, 2022, advising a remedy was available and to schedule a service appointment. Once the error was discovered, several thousand VINs were removed from the population of Recall Z48 on December 10, 2022. Root cause determination supported this action and the use of traceability numbers from manufacturing allowed the removal of all vehicles with sales code NH3 and many with NHM.

We will begin mailing the affected owners a letter of apology beginning December 20, 2022.

Thanks,

Mopar

