

IMPORTANT SAFETY RECALL

Steering Gear

Z26/NHTSA 22E-019

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 steering gear assemblies part numbers 68524908AA, 68524926AA and 68572913AA.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

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

WHY DOES MY ITEM OF EQUIPMENT NEED REPAIRS?

FCA US records indicate that you may have purchased a replacement steering gear assembly for your vehicle ^[1]. The steering gear assembly may have been built with a rack bar manufactured with hardness below specification that may bend or yield in certain circumstances.

If the rack bar yields, it could bind within the steering rack, possibly resulting in sudden greater effort required to maintain directional steering control and/or the inability to maintain directional steering control, which can cause a vehicle crash without prior warning.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your steering gear ^[2] free of charge (parts and labor). To do this, return an uninstalled steering gear assembly to your dealer for exchange. If the steering gear has been installed, your dealer will replace the steering gear in-vehicle. The estimated repair time for installed steering gear assemblies is 8 hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. We recommend that you schedule a service appointment after May 27, 2022 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.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall Z26.

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC



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.