



January 2023

Dealer Service Instructions for:

# **Safety Recall ZB3 / NHTSA 22V-866 Pursuit Vehicles Shifter Pawl**

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## **Remedy Available**

**2022 (LD) Dodge Charger**  
**2022 (WD) Dodge Durango**

*NOTE: This recall applies only to the above vehicles equipped with Police Group AHB (LD) or AYF (WD).*

*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**

The shifter assemblies on about 5,830 of the above vehicles may have been built with shifter assemblies that have insufficient heat-treating on the shifter pawls.

Shifter pawls that are not properly heat-treated may bend during use, which may prevent the shifter from properly engaging the DRIVE position detent. A shifter that has improperly engaged the DRIVE position detent may slip out of the DRIVE position while driving, resulting in an unexpected loss of motive power which can cause a vehicle crash without prior warning.

**Repair**

Replace the shifter assembly.

**Parts Information**

<u>Part Number</u>	<u>Description</u>
<b>CSANZB31AA</b>	<b>Part Package (LD)</b>

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	68582128AB - Shifter Assy (Auto Trans I/P Shift)
1	06509338AA - Hex Flange Head (M6X1.00X19.00)

<u>Part Number</u>	<u>Description</u>
<b>CSANZB32AA</b>	<b>Part Package (WD)</b>

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	68582129AB - Shifter Assy (Auto Trans I/P Shift)
1	06513623AA - Hex Flange Head (M6X1.00X23.30)

## **Parts Return**

No parts return required for this campaign.

Render the recalled part unusable and discard.

## **Special Tools**

**The following special tool is required to perform this repair:**

- C-4755 Trim Stick (Originally Shipped In Kit Number(s)  
9299, 9299CC, 9299CC, 9300A-CAN)
- NPN wiTECH MicroPod II
- NPN Laptop Computer
- NPN wiTECH Software

## Service Procedure

### A. Shift Lever Removal (LD)

**NOTE:** To enhance customer satisfaction, remember to reset the clock when you have completed the service procedure.

**NOTE:** The police vehicle that you work on may be equipped with one of numerous factory or aftermarket console designs and radio options.

1. Apply the parking brake.
2. Lower the steering wheel, shift to the lowest gear position, and unlock the doors.
3. Disconnect and isolate the negative cable from the battery. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector before disconnecting the negative cable from the battery.
4. Remove the 3 console side cover screws and the side covers from each side of the console (Figure 1).
5. Remove the screws 3 screws per side that attach the console power port panel to the console and set the panel aside (Figure 2).



Figure 1 – Console Side Cover Screws

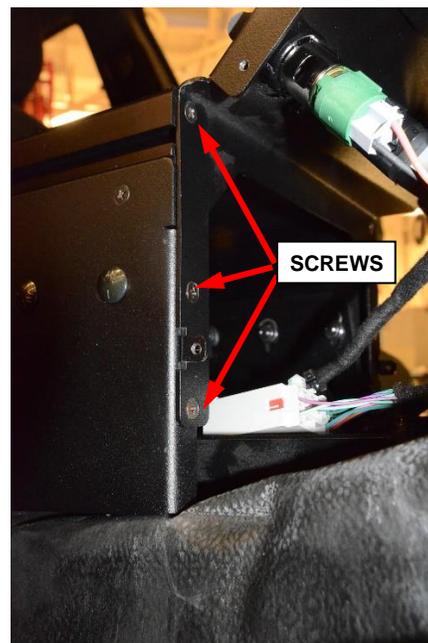


Figure 2 – Console Power Port Panel Screws

**Service Procedure [Continued]**

6. Remove the HVAC controls. Pull by hand at the bottom and use a trim stick to release the top retainers (Figure 3).

**NOTE: The HVAC controls has six retainers and is very difficult to release, take care to remove it evenly so the retainers do not get damaged.**



**Figure 3 – HVAC Controls**

7. Disconnect the HVAC controls electric connector.

**NOTE: View of the backside of the HVAC controls (2), to show the six retainer (1) locations (Figure 4).**



**Figure 4 – HVAC Control Retainers**

8. Using a trim stick or equivalent, start at the bottom of the instrument cluster bezel and remove it.

**NOTE: HVAC vents and trim rings may pop off the bezel as it is flexed during removal and will require reassembly prior to reinstalling the bezel.**

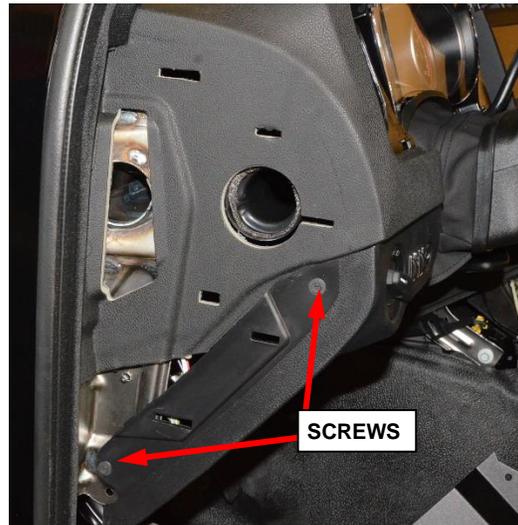
**Service Procedure [Continued]**

9. Using a trim stick or equivalent, remove the driver side instrument panel end cap (Figure 5).



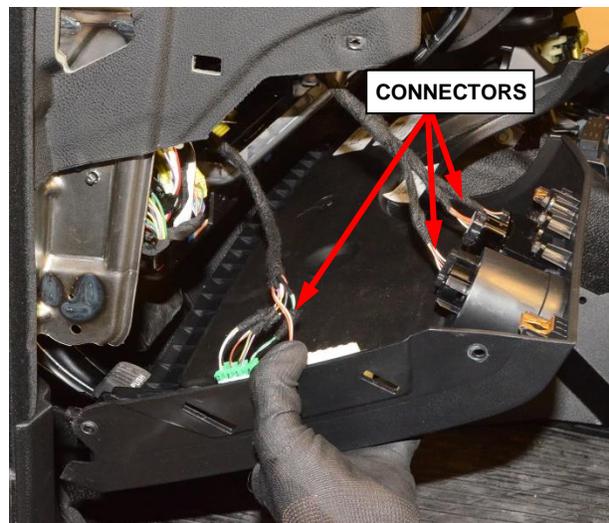
**Figure 5 – Instrument Panel End Cap**

10. Remove the knee bolster screws (Figure 6).



**Figure 6 – Knee Bolster Screws**

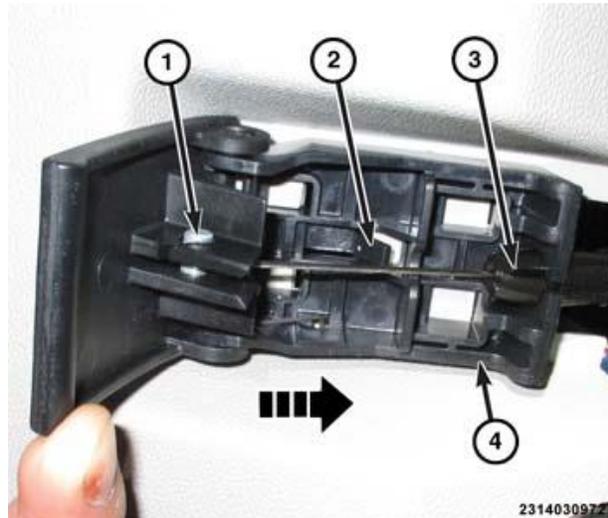
11. Using a trim stick or equivalent, lower the knee bolster and disconnect the electrical connectors (as equipped) (Figure 7).



**Figure 7 – Knee Bolster Electrical Connectors**

**Service Procedure [Continued]**

12. Remove the hood release handle. Lift the retaining tab (2) and slide the handle (4) forward to remove it from the steering column opening cover (Figure 8).



**Figure 8 – Hood Release**

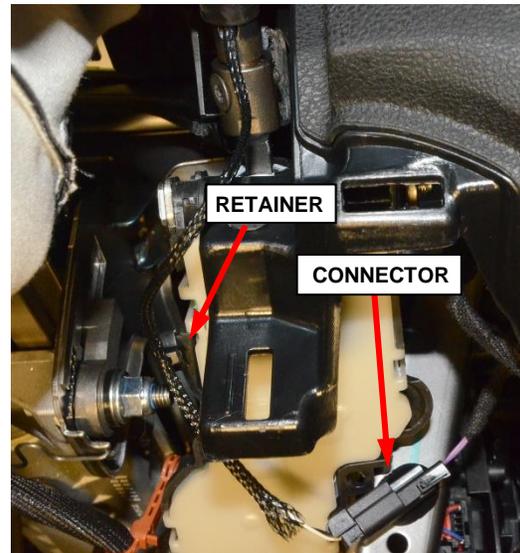
13. Remove the screw holding the gap hider and boot to the instrument panel (IP) (Figure 9).



**Figure 9 – Shift Lever Trim and Boot**

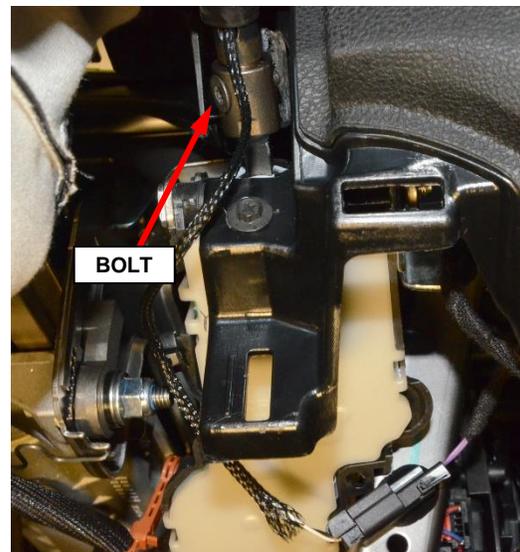
**Service Procedure [Continued]**

14. Disconnect the electrical connector and release the retainer from the shift lever harness (Figure 10).



**Figure 10 – Shift Lever Electrical Connector and Retainer**

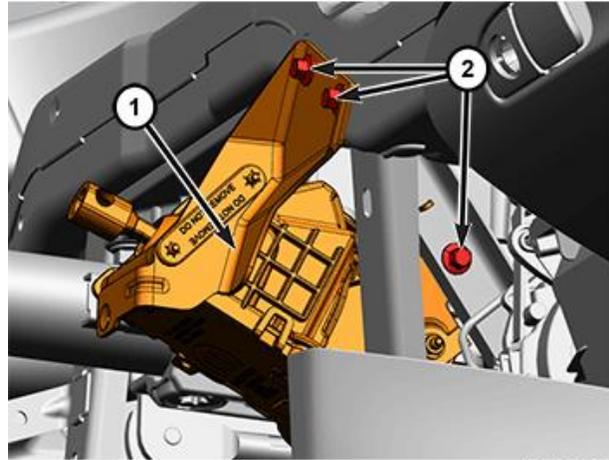
15. Remove and discard the shift lever bolt, then remove the shift lever from the shifter mechanism, and slide it through the gap hider using rose water if needed (Figure 11).



**Figure 11 – Shift Lever Bolt**

**Service Procedure [Continued]**

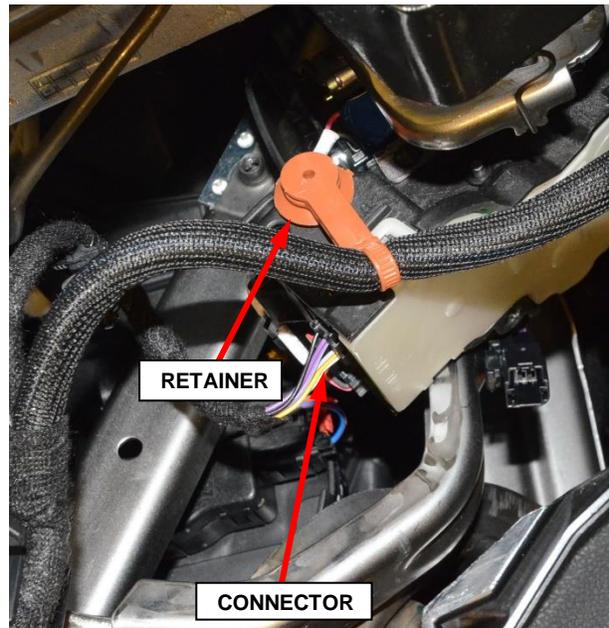
16. Remove the three shifter screws (Figure 12).



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**Figure 12 – Shifter Screws**

17. Position the shifter so the electrical connector is accessible (Figure 13).
18. Disconnect the electrical connector and harness retainer, then remove the shifter from the vehicle (Figure 13).



**Figure 13 – Shift Lever Electrical Connector and Retainer**

**Service Procedure [Continued]****B. Shift Lever Installation (LD)**

1. Position the shifter in the vehicle, connect the electrical connector and harness retainer. Position the shifter assembly in place on the instrument panel (Figure 13).
2. Install the shifter assembly bolts and tighten to 8 N·m (71 in. lbs.) (Figure 12).
3. Feed shift lever with wiring through the gap hider using rose water to assist if needed.
4. Install the shift lever into the shifter assembly and install the NEW gearshift lever bolt and tighten to 15 N·m (11 ft. lbs.) (Figure 11).
5. Connect the wiring harness from the lever to the vehicle harness, then attach the wire harness retainer (Figure 10).
6. Install the gap hider and securely tighten the screw (Figure 9).
7. Install the hood release handle to the knee bolster. Lift the retaining tab (2) and slide the handle (4) rearward. Connect the electrical connectors to the knee bolster. Install the knee bolster and securely tighten the screws (Figure 6-8).
8. Align the tabs and install the driver side instrument panel end cap (Figure 5).
9. Lower the shifter and steering column.

**NOTE: HVAC vents and trim rings may pop off the bezel as it is flexed during removal and will require reassembly prior to reinstalling the bezel.**

10. Starting at the top of the instrument cluster bezel, press the bezel into place.
11. Return the shifter to Park.
12. View of the backside of the HVAC controls (2), to show the six retainer (1) locations (Figure 4).
13. Connect the HVAC controls electrical connector.

**Service Procedure [Continued]**

14. Align the tabs and press the HVAC controls into place.
15. Install and securely tighten the screws 3 screws per side that attach the console power port panel to the console (Figure 2).
16. Install the 3 console side cover screws and the side covers to each side of the console (Figure 1).
17. Disengage the vehicles parking brake.
18. Connect the negative cable to the battery. If equipped with an Intelligent Battery Sensor (IBS), reconnect the IBS connector.
19. Verify shifter operation.

**Service Procedure [Continued]****C. Shift Lever Removal (WD)**

**NOTE:** To enhance customer satisfaction, remember to reset the clock when you have completed the service procedure.

1. Apply the parking brake.
2. Move the passenger seat forward and remove the battery cover.
3. Disconnect and isolate the negative cable(s) from the battery/batteries. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector before disconnecting the negative cable from the battery.

**WARNING:** To avoid serious or fatal injury on vehicles equipped with airbags, disable the Supplemental Restraint System (SRS) before attempting any steering wheel, steering column, airbag, seat belt tensioner, impact sensor or instrument panel component diagnosis or service. Disconnect and isolate the battery negative (ground) cable, then wait two minutes for the system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the SRS. Failure to take the proper precautions could result in accidental airbag deployment.

**WARNING:** To avoid serious or fatal injury when removing a deployed airbag, rubber gloves, eye protection, and a long-sleeved shirt should be worn. There may be deposits on the airbag cushion and other interior surfaces. In large doses, these deposits may cause irritation to the skin and eyes.

**NOTE:** Review the recommended procedures for Handling Non-Deployed Supplemental Restraints (Refer to 10 - Restraints - Standard Procedure). If the Knee AirBag (KAB) (also known as the Inflatable Knee Blocker/IKB) has been deployed, review the recommended procedures for Service After A Supplemental Restraint Deployment before removing the airbag from the vehicle (Refer to 10 - Restraints - Standard Procedure).

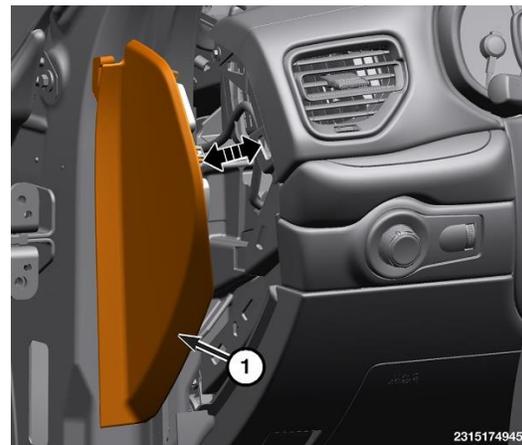
**Service Procedure [Continued]**

4. Adjust the steering column to the full up position.
5. Using a trim stick or equivalent, release the gap hider (1) from the instrument panel (Figure 14).



**Figure 14 – Gap Hider Panel**

6. Using a trim stick or equivalent, remove the end cap (1) from the instrument panel (Figure 15).



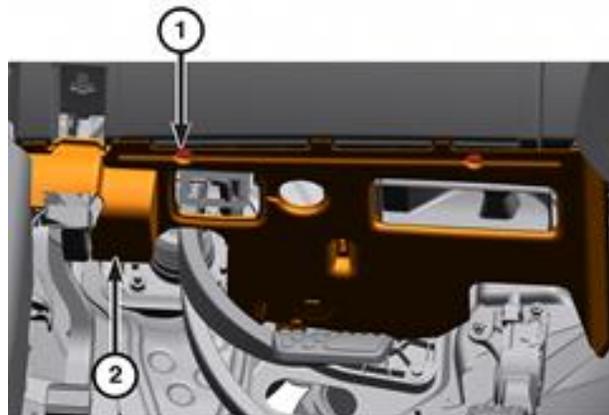
**Figure 15 – Instrument Panel End Cap**

**Service Procedure [Continued]**

7. Using a trim stick or equivalent, release the retaining clips securing the left center trim panel (1) from the instrument panel (Figure 16).
8. Using a trim stick or equivalent, remove the headlamp switch from the trim.
9. Disconnect the headlamp switch electrical connector.
10. Remove the headlamp switch trim screw.
11. Remove the headlamp switch trim.
12. Remove the left silencer panel fasteners (Figure 17).
13. If equipped, disconnect the wire harness connector.
14. Remove the left silencer panel (2) (Figure 17).



**Figure 16 – Left Center Trim Panel**



**Figure 17 – Left Silencer Panel**

**Service Procedure [Continued]**

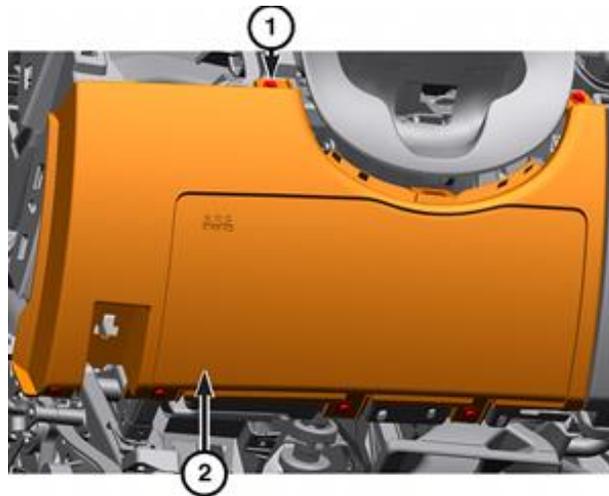
15. Using a trim stick or equivalent, release the retaining clips securing the right center trim panel (1) from the instrument panel and disconnect the wire harness connector for the Keyless Ignition Node (KIN). Let the right center trim panel (1) hang from the shifter lever (Figure 18).



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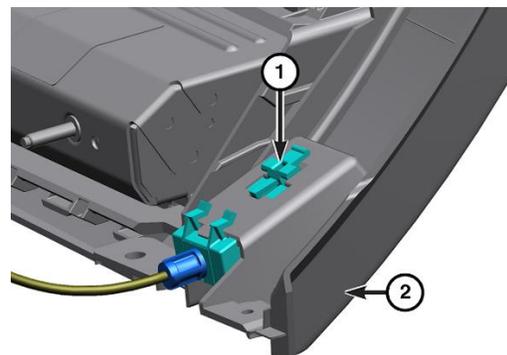
**Figure 18 – Right Center Trim Panel**

16. Remove the top and bottom fasteners (1) that secure the steering column opening cover (2) to the instrument panel (Figure 19).



**Figure 19 – Steering Column Opening Cover**

17. Working under the left side of the instrument panel, pull down the hood release handle and release the retaining tab (1) and slide the handle assembly forward to release from the steering column opening cover (2) (Figure 20).

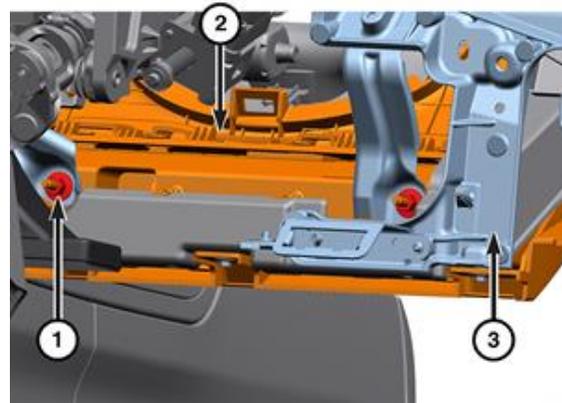


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**Figure 20 – Hood Release Handle**

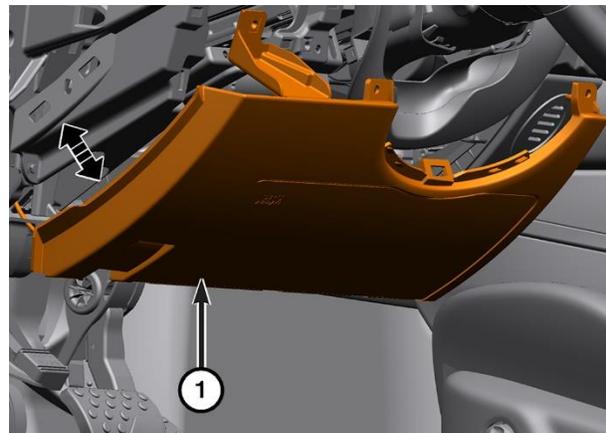
**Service Procedure [Continued]**

18. Working under the left side of the instrument panel, remove the two nuts (1) that secure the airbag housing (2) to the instrument panel support structure (3) (Figure 21).



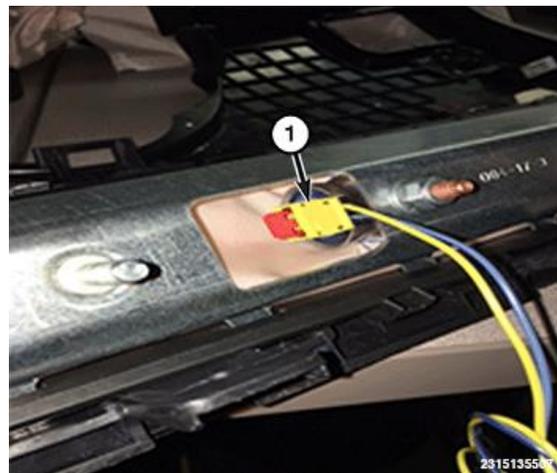
**Figure 21 – Air Bag Housing Fasteners**

19. Partially remove the steering column opening cover (1) and the knee airbag as one unit from the instrument panel (Figure 22).



**Figure 22 – Column Opening Cover & Knee Bag**

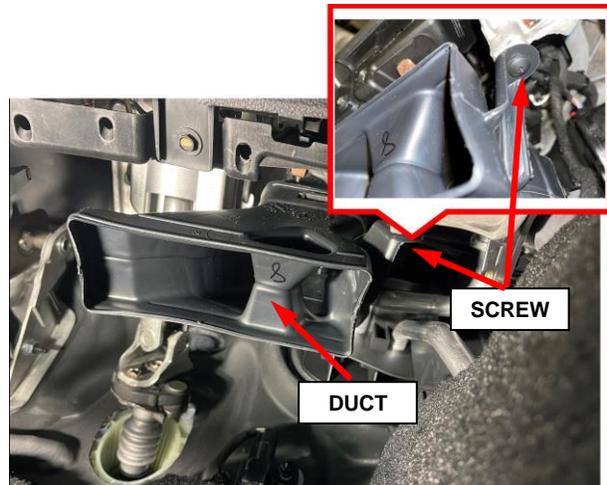
20. Pull the steering column opening cover out far enough to access and disconnect the wire harness connector from the knee airbag (1). Remove the steering column cover from the vehicle (Figure 23).



**Figure 23 – Knee Bag Connector**

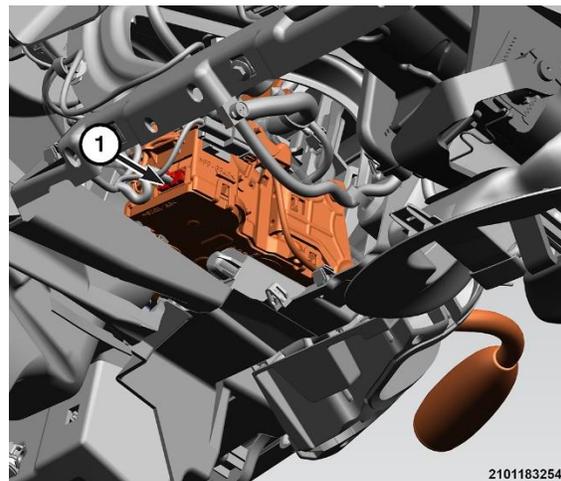
**Service Procedure [Continued]**

21. Remove left lower floor duct screw and duct (Figure 24).



**Figure 24 – Floor Duct**

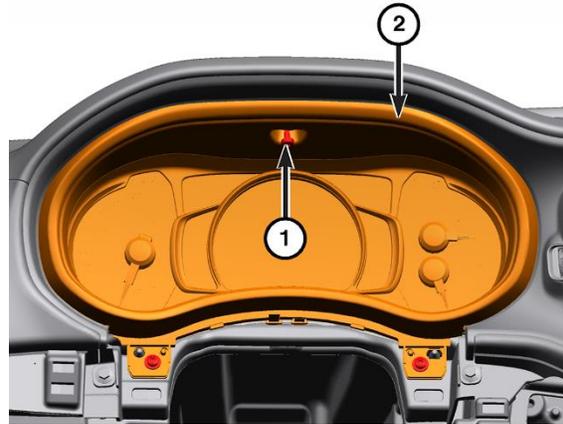
22. Disconnect the gearshift electrical connector (1) and harness retainers (Figure 25).



**Figure 25 – Shifter Electrical Connector**

**Service Procedure [Continued]**

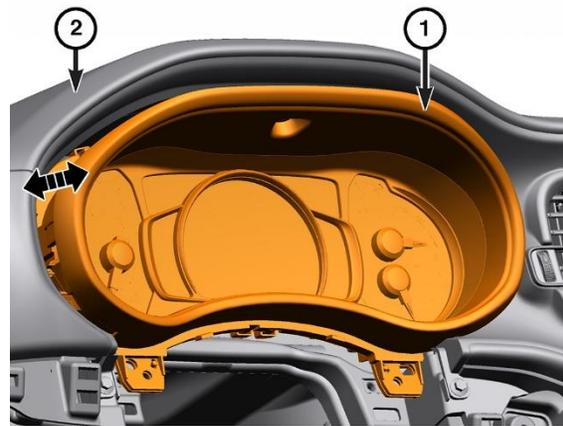
23. Remove the fasteners (1) that secure the instrument cluster (2) (Figure 26).



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**Figure 26 – IC Fasteners**

24. Slide the instrument cluster toward the rear of the vehicle to release it from the instrument panel (2) (Figure 27).
25. Disconnect the instrument cluster wire harness connector on the back of the cluster housing (1) (Figure 27).
26. Remove the instrument cluster (1) from the vehicle (Figure 27).



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**Figure 27 – IC Removal**

27. Remove 4 radio display bezel screws, then using a trim stick or equivalent, remove the radio display and bezel from the instrument panel (Figure 28).

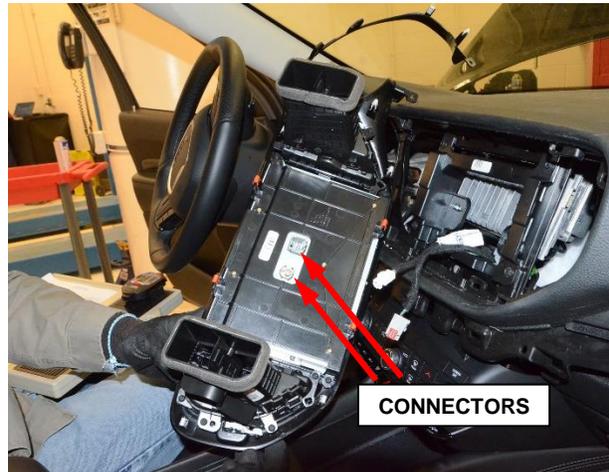


**Figure 28 – Radio Display and Bezel**

**Service Procedure [Continued]**

**CAUTION: Pulling the antenna cable straight out of the radio without pulling on the locking antenna connector could damage the cable or radio.**

28. Disconnect radio display electrical connectors (Figure 29).



**Figure 29 – Radio Display Connectors**

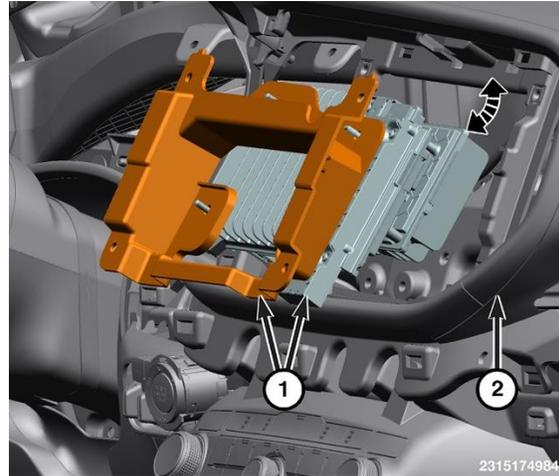
29. Remove the fasteners (1) securing the Radio Receiver Module (RRM) bracket (2) to the instrument panel (Figure 30).



**Figure 30 – RRM Bracket**

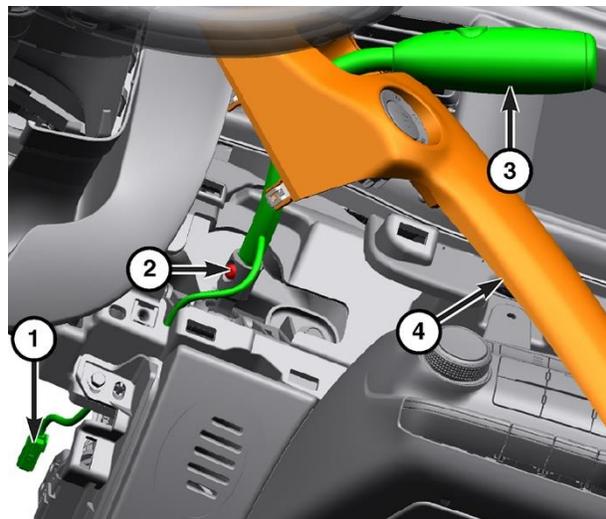
**Service Procedure [Continued]**

- 30. Pull the lower part of the RRM and bracket (1) out and down far enough to access the back of the RRM (Figure 31).
- 31. Disconnect the electrical connector, antennas, and if equipped, the USB connector.
- 32. Remove the RRM from the instrument panel.



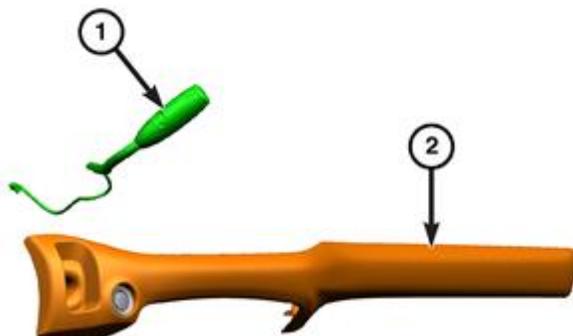
**Figure 31 – RRM**

- 33. Position the right center trim panel (4) toward the end of the shifter lever (3) (Figure 32).
- 34. Disconnect the wire harness connector (1) for the shifter lever (3) (Figure 32).
- 35. Loosen the fastener (2) and remove the shifter lever (3) and right center trim panel (4) from the vehicle (Figure 32).



**Figure 32 – Move Right Center Trim Panel**

- 36. Remove the shifter lever (1) from the right center trim panel (2) (Figure 33).



**Figure 33 – Remove Right Center Trim Panel from Shifter**

- 37. Remove the 2 bolts retaining the knee bolster bracket to the IP (Figure 34).

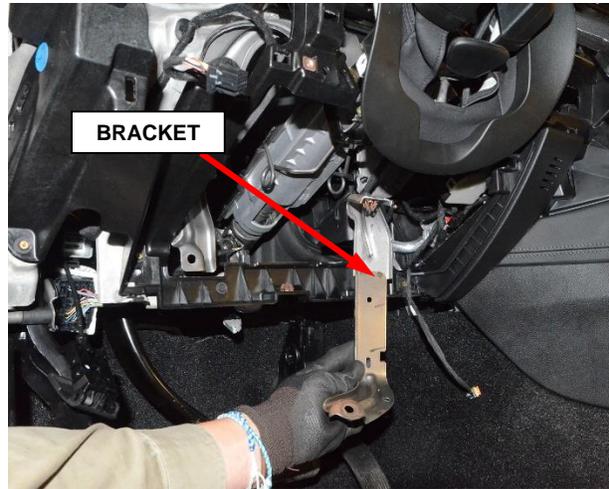


Figure 34 – Knee Bolster Bracket to IP

- 38. Remove the bolts retaining the shifter to the IP (Figure 35).

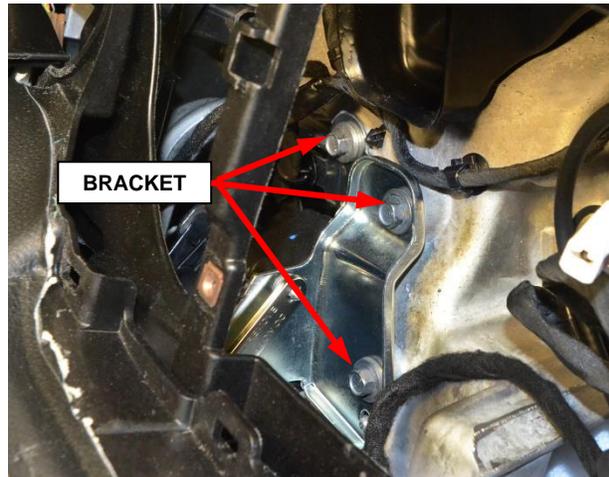


Figure 35 – Shifter Bolts

- 39. Remove the shifter from the IP from the bottom (Figure 36).

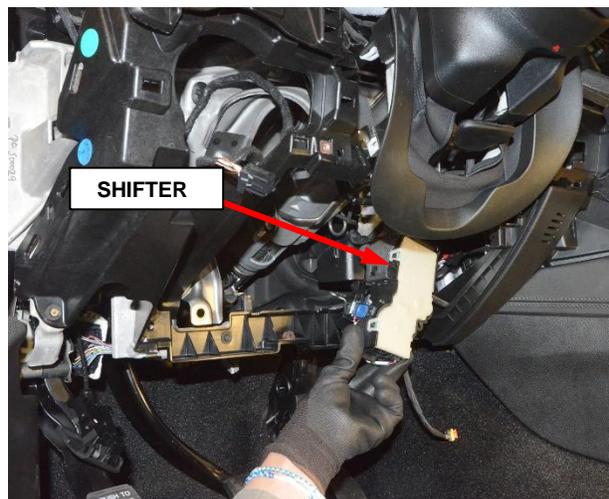


Figure 36 – Shifter

**D. Shift Lever Installation (WD)**

1. Position the new shifter into the IP (Figure 36).
2. Install the bolts retaining the shifter to the IP and tighten to 8 N·m (71 in. lbs.) (Figure 35).
3. Install the knee bolster bracket and securely tighten two bolts (Figure 35).
4. Using rosewater as needed, install the shifter lever (1) from the right center trim panel (2) (Figure 33).
5. Install the shifter lever (3) and right center trim panel (4) to the vehicle. Connect the wire harness connector for the Keyless Ignition Node (KIN). Install and tighten the shift lever fastener (2) to 15 N·m (11 ft. lbs.) (Figure 32).
6. Connect the shift lever electrical connector (Figure 32).
7. Connect the RRM electrical connector, antennas, and if equipped, the USB connector, and position the RRM in the instrument panel (Figure 31).
8. Install and securely tighten the fasteners (1) securing the Radio Receiver Module (RRM) bracket (2) to the instrument (Figure 30).
9. Connect the radio display electrical connectors (Figure 29).
10. Install the radio display and bezel to the instrument panel, and securely tighten 4 radio display bezel screws (Figure 28).
11. Connect the instrument cluster wire harness connector on the back of the cluster housing (1) and install the cluster to the vehicle (Figure 27).
12. Install and securely tighten the fasteners (1) that secure the instrument cluster (2) (Figure 26).

13. Connect the gearshift lever electrical connector (1) (Figure 25).
14. Install left lower floor duct screw and duct (Figure 24).
15. Connect the wire harness connector to the knee airbag (1) and install the steering column cover to the vehicle (Figure 23).
16. Working under the left side of the instrument panel, install the two nuts (1) that secure the airbag housing (2) to the instrument panel support structure (3) and tighten to 9 N·m (80 in. lbs.) (Figure 21).
17. Reattach the hood release handle to the steering column opening cover (Figure 20).
18. Install and securely tighten the top and bottom fasteners (1) that secure the steering column opening cover (2) to the instrument (Figure 19).
19. Install the left silencer pad and connect the wire harness connector, if equipped. Install and securely tighten the silencer panel fasteners (Figure 17).
20. Install the headlamp switch trim and securely tighten the trim screw.
21. Install the headlamp switch electrical connector and seat the switch into the trim.
22. Install the left center trim panel (1) to the instrument panel (Figure 16).
23. Install the end cap (1) to the instrument panel (Figure 15).
24. Seat the gap hider (1) to the instrument panel (Figure 14).
25. Do not connect the negative cable to the battery at this time. The Supplemental Restraint System (SRS) Verification Test procedure should be performed following service of any SRS component. **Continue with Section E. Supplemental Restraint System (SRS) Verification Test.**

**NOTE: The following procedure should be performed using a diagnostic scan tool to verify proper Supplemental Restraint System (SRS) operation following the service or replacement of any SRS component. Refer to the appropriate diagnostic procedures.**

<b>Service Procedure [Continued]</b>
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**E. Supplemental Restraint System (SRS) Verification Test**

**NOTE: During the following test, the negative battery cable remains disconnected and isolated during steps 1, 2 and 3 of the Supplemental Restraint System (SRS) Verification Test.**

**NOTE: The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure.**

1. Connect the wiTECH micro pod II to the vehicle data link connector located under the steering column.
2. For vehicles equipped with a keyed ignition switch, turn the ignition switch to the “ON” position and exit the vehicle then **continue with Step 4**.
3. For vehicles equipped with keyless ignition node remove the airbag module fuses in the PDC-interior located on the passenger side lower instrument panel. Check to be certain that nobody is in the vehicle then connect the battery negative cable(s) and turn the ignition switch to the “ON” position and **continue with Step 5**.
4. Check to be certain that nobody is in the vehicle then connect the battery negative cable(s).
5. Install the airbag module fuses, if applicable.
6. Open the wiTECH 2 website.
7. Enter your “**User id**”, “**Password**” and “**Dealer Code**” then select “**Sign in**”.
8. Starting at the “**Vehicle Selection**” screen, select the appropriate vehicle and Device Name.
9. From the “**Action Items**” screen select the “**All DTCs**” tab.
10. Clear all DTCs in all modules.

**Service Procedure [Continued]**

**NOTE:** Any active Diagnostic Trouble Codes (DTCs) may require an additional key cycle from “ON” to “OFF” to change DTC status from “active” to “stored”.

11. Turn the ignition switch to the “OFF” position for about 15 seconds, and then back to the “ON” position. Observe the airbag indicator in the instrument cluster.
  - The airbag indicator in the instrument cluster should illuminate for six to eight seconds, and then go out. This indicates that the SRS is functioning normally and that the repairs are complete. Turn the ignition to the “OFF” position.
  - If the airbag indicator fails to light or the light and stays ON, there is still an active SRS fault or malfunction. Refer to the appropriate diagnostic information to diagnose the problem.
12. From the “**Action Items**” screen select the “**All DTCs**” tab.
13. Check for active DTCs.
  - If there are **no active DTCs present**, continue with **Step 14**.
  - If there are **active DTCs present**, refer to all current, normal diagnostics published in DealerCONNECT/TechCONNECT and repair as necessary following normal warranty repair guidelines then continue with **Step 14**.
14. Close the hood, remove the wiTECH micro pod II.
15. Return the vehicle to the customer.
16. Verify shifter operation.

**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.

Use the following labor operation number and time allowance:

	<b><u>Labor Operation Number</u></b>	<b><u>Time Allowance</u></b>
Shifter Assembly, Instrument Panel Mounted - Replace	21-ZB-31-82	(LD) 0.8 hours (WD) 1.2 hours
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

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 **12/01/2022** and the remedy was made available on **01/12/2022**, therefore, the number of days cannot exceed **42** days.

Vehicle	Average Daily Allowance
<b>2022 Dodge Durango</b>	█
<b>2022 Dodge Charger</b>	█

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

**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.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

ZB3/NHTSA 22V-866

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 ZB3.

# IMPORTANT SAFETY RECALL

## Pursuit Vehicles Shifter Pawl

Dear [Name],

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

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain [2022 Model Year (LD) Dodge Charger and (WD) Dodge Durango vehicles equipped with Police Group].

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?

The shifter assembly on your vehicle <sup>[1]</sup> may have insufficient heat-treating on the shifter pawls.

Shifter pawls that are not properly heat-treated may bend during use, which may prevent the shifter from properly engaging the DRIVE position detent. **A shifter that has improperly engaged the DRIVE position detent may slip out of the DRIVE position while driving, resulting in an unexpected loss of motive power which can cause a vehicle crash without prior warning.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will replace the shifter assembly. The estimated repair time is about 1 hour. 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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



**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](http://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.