

21A/NHTSA 23E-019

## 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](https://recalls.mopar.com) or download the Mopar Owner's Companion App.**

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.

## DEALERSHIP INSTRUCTIONS

Please reference Safety Recall 21A.

# IMPORTANT SAFETY RECALL

## Anti-lock Brake System Hydraulic Control Unit

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 Anti-lock Brake System (ABS) Hydraulic Control Units (HCU)s part number 68085397AB intended for use on some 2011 - 2022 model year Jeep Grand Cherokee and 2011 - 2020 model year Dodge Durango 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?

FCA US records indicate that you may have purchased an HCU service part for your vehicle <sup>[1]</sup>. When installed in a vehicle, an HCU / ABS module may falsely read pressure in the primary circuit which may illuminate the brake lights, as well as allow the vehicle to start and shift out of park without the brake pedal being depressed. **This condition can cause unintended vehicle movement which can cause a vehicle crash without prior warning and/or injury to others outside the vehicle.**

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

FCA US will repurchase suspect HCUs. If installed on a vehicle, FCA US will replace the HCU <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will inspect the Julian date code of HCU manufacturing and repurchase suspect HCUs. If installed on a vehicle your dealer will replace the suspect HCU. The estimated repair time for on vehicle inspection/replacement of the HCU may take up to one and a half hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter and your HCU if uninstalled or vehicle if HCU is installed 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](https://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.