



Remedy available for
2017-2019 (KL) Jeep Cherokee

Template Version 1.0

Revision	Edition	Detail
4	June 2026	LOP times updated. Parts Information and Parts Return updated.

SYMPTOM DESCRIPTION

The two-speed Power Transfer Unit (PTU) on about 63,100 of the above vehicles may have been built with an improperly seated input shaft snap ring. An input shaft snap ring that is not fully seated may allow uncontrolled movement of the input shaft inward. Uncontrolled movement leads to the potential for wear to the range shift sleeve, spline damage, and / or range fork damage which can cause an unexpected loss of motive power or loss of PARK function while stationary. Customers may notice a Service 4WD message, noise, vibration or change in drive quality. A loss of motive power can cause a vehicle crash without prior warning. A loss of PARK function can cause a vehicle crash without prior warning and/or injury to others outside the vehicle.

SCOPE

This recall applies only to the above vehicles equipped with a two-speed PTU (sales code DK4).

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. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,874 per vehicle.
- Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery.
- Dealers should also perform this recall on vehicles in for service.

Involved vehicles can be determined by using the VIP inquiry process.

REPAIR TO BE PERFORMED

If the vehicle arrives at the dealership with a failed PTU, replace the PTU and update the DTCM and PTU Module with the latest software.

If the vehicle arrives at the dealership without a failed PTU, update the Drivetrain Control Module (DTCM) and PTU Module with the latest software, and test drive the vehicle. Check for DTC C1494-07 (PTU Fork Position - Mechanical Failures). If C1494-07 is set, replace the PTU. If no code is set, return the vehicle to the customer.

ALTERNATE TRANSPORTATION

Dealers should proactively minimize customer inconvenience while the recall repair is being performed. Reference the Goodwill Alternate Transportation Guidelines warranty bulletin link within Recall Central on DealerCONNECT for options to support the customer while their vehicle is in service.

COMPLETION REPORTING / 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 numbers and time allowances:

SAFETY RECALL

NORTH AMERICA

Two Speed PTU Failure

Reference: 01C / NHTSA 25V-011



FCA US LLC

Labor Description	Number	Hrs
Inspect Drivetrain Control Module (DTCM) and Power Transfer Unit Module (PTU) s/w Level	18-01-C1-81	0.2
Inspect and Reprogram Drivetrain Control Module (DTCM), Power Transfer Unit Module (PTU) and Run wiTECH Routine	18-01-C1-82	0.5

Related Labor Description	Number	Hrs
Replace Power Transfer Unit (PTU) - 3.2L Engine	18-01-C1-50	1.9
Replace Power Transfer Unit (PTU) - 2.0L Engine	18-01-C1-51	1.5
Replace Power Transfer Unit (PTU) - 2.4L Engine	18-01-C1-52	3.3
Skid Plate Equipped	18-01-C1-60	0.3

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.

PARTS INFORMATION

Part No.	Qty.	Part Name
CSJK01C1AA		2019 Model Year 3.2L and 2.0L Engines
	1	POWER TRANSFER UNIT (PTU UNIT)
	1	NUT
	1	NUT
CSJK01C2AA		2017-2018 Model Year 3.2L and 2.4L Engines
	1	POWER TRANSFER UNIT (PTU UNIT)
	1	NUT
	1	NUT
CSJK01C3AA		2.0L Engine
	2	NUT

Part No.	Qty.	Part Name
	1	CATALYTIC CONVERTER (GASKET)
	1	EXHAUST (CLAMP)
CSJK01C4AA		3.2L Engine
	7	NUT
	1	CATALYTIC CONVERTER (GASKET)
	1	CROSSUNDER PIPE (GASKET)
	1	EXHAUST (CLAMP)
	1	CROSSUNDER PIPE (GASKET)
	4	BOLT
	1	EXHAUST FLANGE TO CYLINDER HEAD (GASKET)
CSJK01C5AA		2.4L Engine
	2	NUT
	1	EXHAUST (CLAMP)
	1	THROTTLE BODY (GASKET)
	1	INTAKE MANIFOLD (GASKET) (MSQ 2)
	1	EXHAUST (GASKET)
		NOTE: When ordering CSJK01C5AA (above), also order 04627326AD (below)
04627326AD	1	INTAKE MANIFOLD (GASKET) (2.4L) (MSQ 2)

PARTS RETURN

No parts return required for this campaign. Render the recalled parts unusable and discard.

SAFETY RECALL
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SPECIAL TOOLS

Number	Description
NPN	wiTECH MicroPod II / MDP
NPN	Laptop Computer
NPN	wiTECH Software
C-4150A	Press, Ball Joint (Originally Shipped In Kit Number(s) 6672, 6745) (2.0L, 2.4L, 3.2L)
9099	Seal Protector, Differential Output (Originally Shipped In Kit Number(s) 9324, 9324CC) (2.0L, 2.4L, 3.2L)

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 / 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.

Customer Services / Field Operations
FCA US LLC.

SERVICE PROCEDURE

A. Software Update – PTU Module

NOTE: The wiTECH scan tool must be used to perform this recall. If the reprogramming flash for the PTU is aborted or interrupted, repeat the procedure.

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

NOTE: Use an accurate stand-alone voltmeter. The battery charger voltmeter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

2. Connect the wiTECH MDP to the vehicle data link connector.
3. Place the ignition in the “**RUN**” position.
4. Open the wiTECH 2.0 website.
5. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
6. From the “**Vehicle Selection**” screen, select the vehicle to be updated.
7. From the “**Action Items**” screen, select the “**Topology**” tab.

NOTE: The PTU Module must be at the latest software calibration level after completing this recall.

NOTE: If present, resolve all PTU DTCs before proceeding. Active PTU fault codes that prevent the PTU from being updated with the 01C software, should be diagnosed and repaired before proceeding. Consequential repair LOP(s) and a description of the additional repair(s) should be included in the 01C recall claim submission to ensure reimbursement for the additional diagnostic and repair time.

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8. From the **"Topology"** tab, select the **"PTU"** module icon.
 9. From the **"Flash"** tab, compare the **"Current Electronic Control Unit (ECU) Part Number"** with the **"New ECU Part Number"** listed.
 - If the **"Current ECU part Number"** is the same as the **"New Part Number"**, proceed to **B. Software Update – PTU Module**.
 - If the **"Current ECU part Number"** is NOT the same as the **"New Part Number"**, continue with **Step 10**.
 10. From the PTU tab, select the PTU flash part number. Read the flash special instructions page. Select **"OK"** to continue.
 11. From the flash ECU agreement page, agree to terms by checking the box.
 12. Select **"Flash ECU"** and then follow the wiTECH screen instructions to complete the flash.
 13. Confirm the software is at the latest available calibration level.
 14. Click **"View DTCs"**, select **"Clear All DTCs"**, click **"Continue"** and then click **"Close"**.
 15. Proceed to **B. Software Update – DTCM**.

B. Software Update – DTCM

NOTE: The wiTECH scan tool must be used to perform this recall. If the reprogramming flash for the DTCM is aborted or interrupted, repeat the procedure.

NOTE: Use an accurate stand-alone voltmeter. The battery charger voltmeter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

1. From the “**Action Items**” screen, select the “**Topology**” tab.

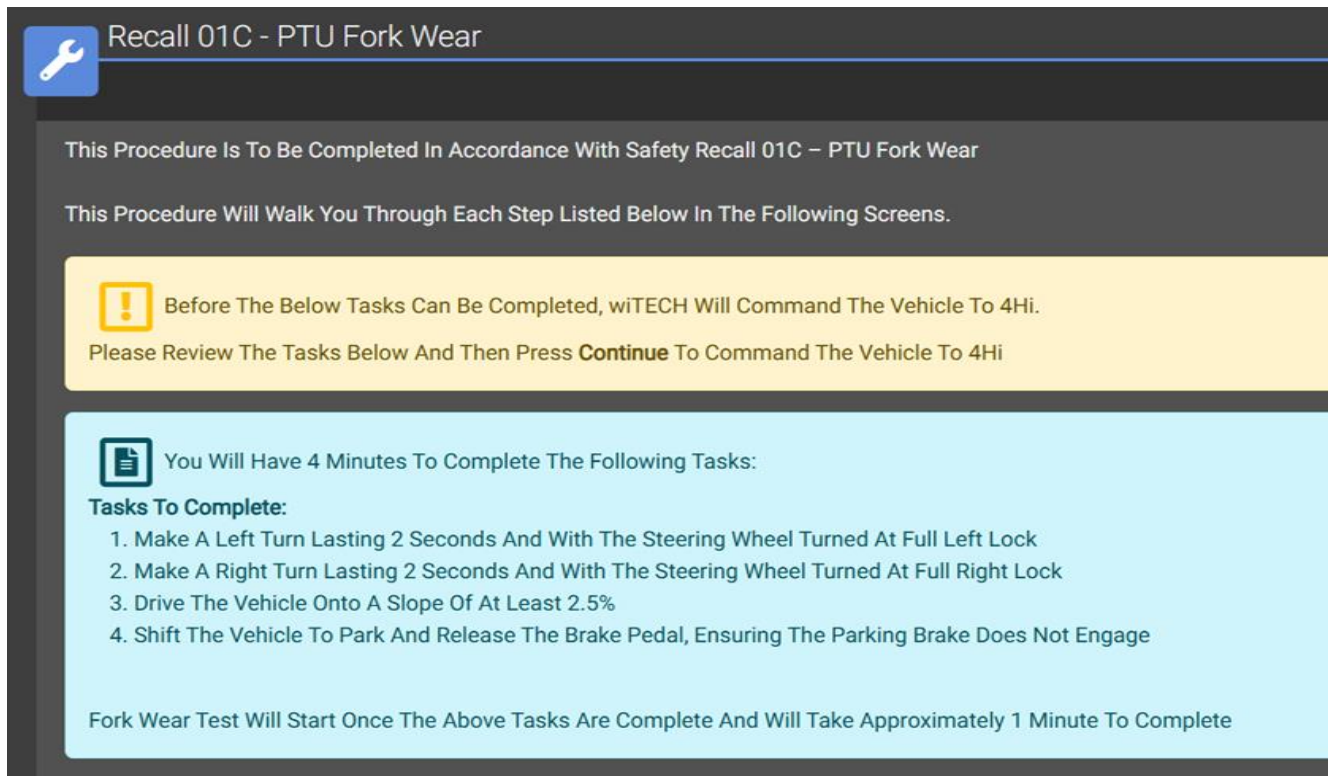
NOTE: The DTCM Module must be at the latest software calibration level after completing this recall.

NOTE: If present, resolve all DTCM DTCs before proceeding. Active DTCM fault codes that prevent the DTCM from being updated with the 01C software, should be diagnosed and repaired before proceeding. Consequential repair LOP(s) and a description of the additional repair(s) should be included in the 01C recall claim submission to ensure reimbursement for the additional diagnostic and repair time.

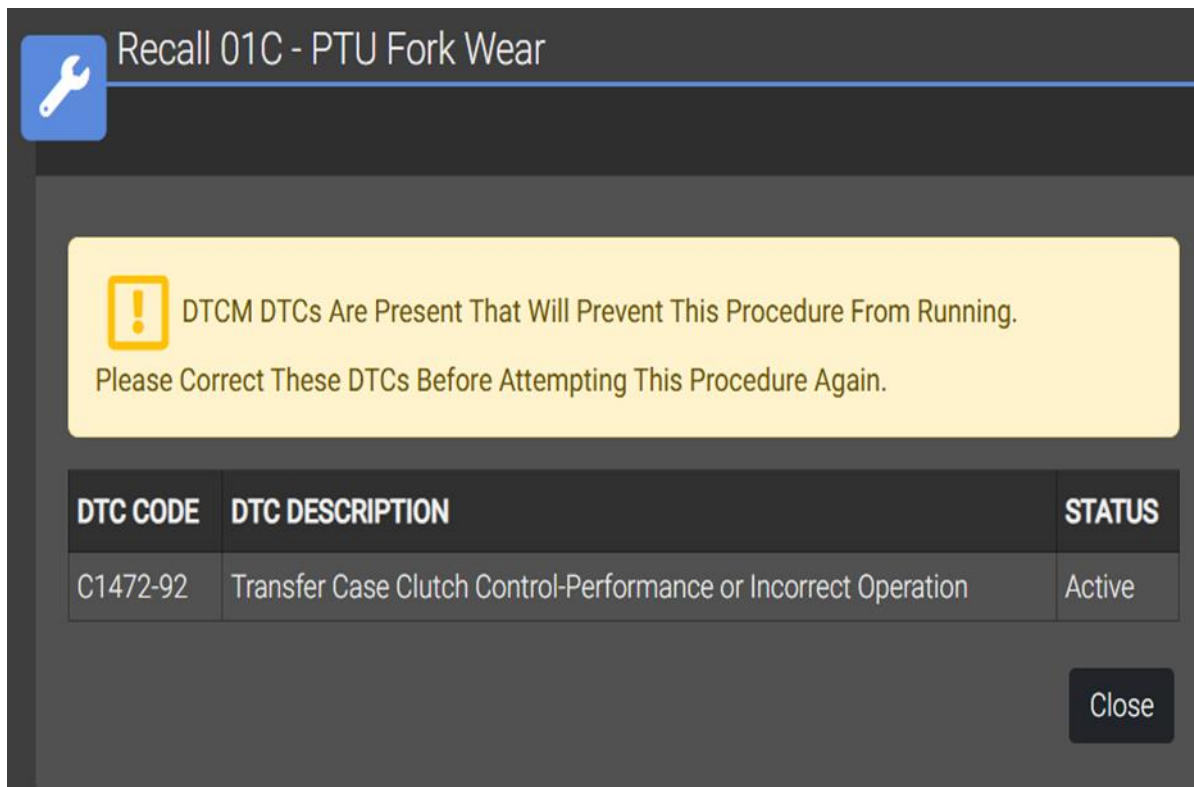
2. From the “**Topology**” tab, select the “**DTCM**” module icon.
3. From the “**Flash**” tab, compare the “**Current Electronic Control Unit (ECU) Part Number**” with the “**New ECU Part Number**” listed.
 - If the “**Current ECU part Number**” is the same as the “**New Part Number**”, proceed to **Step 9**.
 - If the “**Current ECU part Number**” is NOT the same as the “**New Part Number**”, continue with **Step 4**.
4. From the DTCM tab, select the DTCM flash part number. Read the flash special instructions page. Select “**OK**” to continue.
5. From the flash ECU agreement page, agree to terms by checking the box.
6. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.
7. Confirm the software is at the latest available calibration level.
8. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
9. Place the ignition in the “**OFF**” position and then remove the wiTECH MDP device from the vehicle.
10. Remove the battery charger from the vehicle.
11. Proceed to **C. PTU Fork Wear Routine.**

C. PTU Fork Wear Routine

1. Perform the Recall 01C – PTU Fork Wear routine found in DTCM Misc. Functions. Follow wiTECH screen prompts. Example screen shots below.

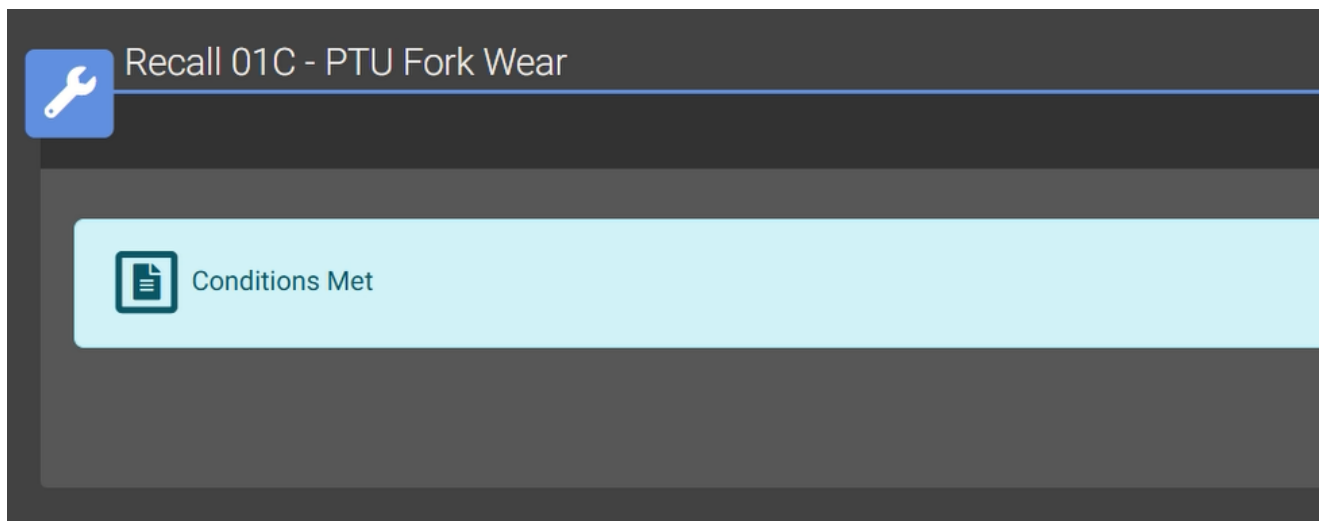


wiTECH Opening Message

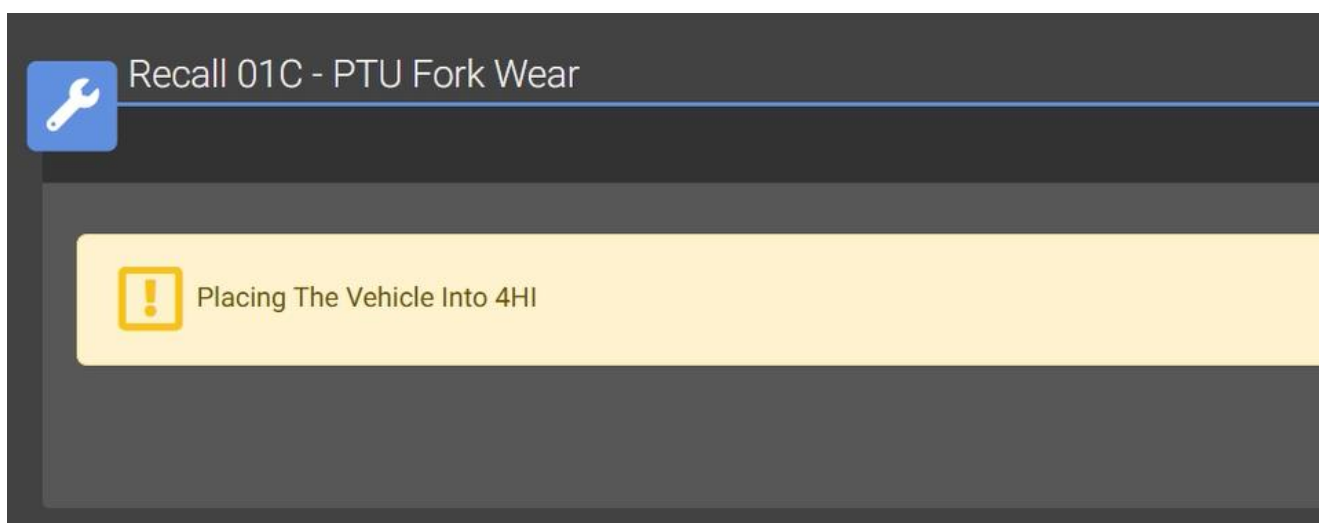


Example of an error message with a possible DTC. Actual DTC may be different.

NOTE: If the above message is displayed, reference the service library for the appropriate diagnostic and repair procedures to resolve the issue before proceeding. Service repair LOP(s) and a description of the additional repair(s) should be included in the 01C recall claim submission to ensure reimbursement for the additional diagnostic and repair time.



Test Conditions Met



Shifting to 4HI

 Recall 01C - PTU Fork Wear

 The Vehicle Is Now In 4Hi.
The Following Screens Will Walk You Through The Steps Listed Below.
The 4 Minute Timer Begins When You Press Continue.
Press **Continue** To Begin

 You Will Have 4 Minutes To Complete The Following Tasks
NOTE: The Timer Starts Once You Press **Continue**
Tasks To Complete:

1. Make A Left Turn Lasting 2 Seconds And With The Steering Wheel Turned At Full Left Lock
2. Make A Right Turn Lasting 2 Seconds And With The Steering Wheel Turned At Full Right Lock
3. Drive The Vehicle Onto A Slope Of At Least 2.5%
4. Shift The Vehicle To Park And Release The Brake Pedal, Ensuring The Parking Brake Does Not Engage

Test Drive Steps

 Recall 01C - PTU Fork Wear

Make A **Left Turn** Lasting 2 Seconds And With The Steering Wheel At Full Left Lock.

 Time Remaining: 04:00

 PTU Fork Wear Check Steps:

1. Make A Left Turn – *Waiting...*
2. Make A Right Turn – *Not Started*
3. Park On A Grade – *Not Started*
4. Transmission In Park – *Not Started*
5. Brake Released & Park Brake Not Set – *Not Started*

Test Drive Steps – Left Turn

 Recall 01C - PTU Fork Wear

 Left Turn Complete

 Time Remaining: 03:54

 PTU Fork Wear Check Steps:

1. Make A Left Turn – COMPLETE
2. Make A Right Turn – *Not Started*
3. Park On A Grade – *Not Started*
4. Transmission In Park – *Not Started*
5. Brake Released & Park Brake Not Set – *Not Started*

Test Drive Steps – Left Turn Complete

 Recall 01C - PTU Fork Wear

Make A ***Right Turn*** Lasting 2 Seconds And With The Steering Wheel At Full Right Lock.

 Time Remaining: 03:52

 PTU Fork Wear Check Steps:

1. Make A Left Turn – COMPLETE
2. Make A Right Turn – *Waiting...*
3. Park On A Grade – *Not Started*
4. Transmission In Park – *Not Started*
5. Brake Released & Park Brake Not Set – *Not Started*

Test Drive Steps – Right Turn

 Recall 01C - PTU Fork Wear

 Right Turn Complete

 Time Remaining: 03:44

 PTU Fork Wear Check Steps:

1. Make A Left Turn – COMPLETE
2. Make A Right Turn – COMPLETE
3. Park On A Grade – *Not Started*
4. Transmission In Park – *Not Started*
5. Brake Released & Park Brake Not Set – *Not Started*

Test Drive Steps – Right Turn Complete

 Recall 01C - PTU Fork Wear

Park The Vehicle On A Grade Of At Least 2.5%
 This Will Be Indicated When The Longitudinal Acceleration Shown Below Is Above 0.25 meters/sec/sec.

 Time Remaining: 03:38

 PTU Fork Wear Check Steps:

1. Make A Left Turn – COMPLETE
2. Make A Right Turn – COMPLETE
3. Park On A Grade – *In Progress*
4. Transmission In Park – *Not Started*
5. Brake Released & Park Brake Not Set – *Not Started*

NAME	VALUE	UNITS
Longitudinal Acceleration	0.48	meters/sec/sec

Test Drive Steps – Parking on 2.5% Grade

 Recall 01C - PTU Fork Wear

 Park On Grade Complete

 Time Remaining: 03:38

 PTU Fork Wear Check Steps:

1. Make A Left Turn – COMPLETE
2. Make A Right Turn – COMPLETE
3. Park On A Grade – COMPLETE
4. Transmission In Park – *Not Started*
5. Brake Released & Park Brake Not Set – *Not Started*

Test Drive Steps – Parking on 2.5% Grade Complete

 Recall 01C - PTU Fork Wear

Please Shift Vehicle To Park

 Time Remaining: 03:36

 PTU Fork Wear Check Steps:

1. Make A Left Turn – COMPLETE
2. Make A Right Turn – COMPLETE
3. Park On A Grade – COMPLETE
4. Transmission In Park – *In Progress*
5. Brake Released & Park Brake Not Set – *Not Started*

Test Drive Steps – Shifting to Park

 Recall 01C - PTU Fork Wear

Please Release The Brake Pedal And Ensure The Parking Brake Does Not Set

 Time Remaining: 03:33

 PTU Fork Wear Check Steps:

1. Make A Left Turn – COMPLETE
2. Make A Right Turn – COMPLETE
3. Park On A Grade – COMPLETE
4. Transmission In Park – COMPLETE
5. Brake Released & Park Brake Not Set – *In Progress*

Test Drive Steps – Release Brake Pedal

 Recall 01C - PTU Fork Wear

Parking Brake Is Engaged
Please Release The Parking Brake

 Time Remaining: 03:31

 PTU Fork Wear Check Steps:

1. Make A Left Turn – COMPLETE
2. Make A Right Turn – COMPLETE
3. Park On A Grade – COMPLETE
4. Transmission In Park – COMPLETE
5. Brake Released & Park Brake Not Set – *In Progress*

Test Drive Steps – Release Parking Brake

 Recall 01C - PTU Fork Wear

Please Release The Brake Pedal And Ensure The Parking Brake Does Not Set

 Time Remaining: 03:30

 PTU Fork Wear Check Steps:

1. Make A Left Turn – COMPLETE
2. Make A Right Turn – COMPLETE
3. Park On A Grade – COMPLETE
4. Transmission In Park – COMPLETE
5. Brake Released & Park Brake Not Set – *In Progress*

Test Drive Steps – Release Brake Pedal

 Recall 01C - PTU Fork Wear

 Brake Released Complete

 Time Remaining: 03:29

 PTU Fork Wear Check Steps:

1. Make A Left Turn – COMPLETE
2. Make A Right Turn – COMPLETE
3. Park On A Grade – COMPLETE
4. Transmission In Park – COMPLETE
5. Brake Released & Park Brake Not Set – COMPLETE

Test Drive Steps – Brake Release Complete

 Recall 01C - PTU Fork Wear

 PTU Fork Wear Check Steps:

1. Make A Left Turn – COMPLETE
2. Make A Right Turn – COMPLETE
3. Park On A Grade – COMPLETE
4. Transmission In Park – COMPLETE
5. Brake Released & Park Brake Not Set – COMPLETE

 Time Remaining: 03:29

Test Drive Steps – Fork Wear Steps Complete

 Recall 01C - PTU Fork Wear

 Checking PTU Shift Fork For Wear. Please Wait

Test Drive Steps – Fork Wear Steps Complete

SAFETY RECALL
NORTH AMERICA
Two Speed PTU Failure



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Recall 01C - PTU Fork Wear

Checking PTU Shift Fork For Wear. Please Wait

NAME	VALUE
Fork Wear Status	In-Progress

Cancel

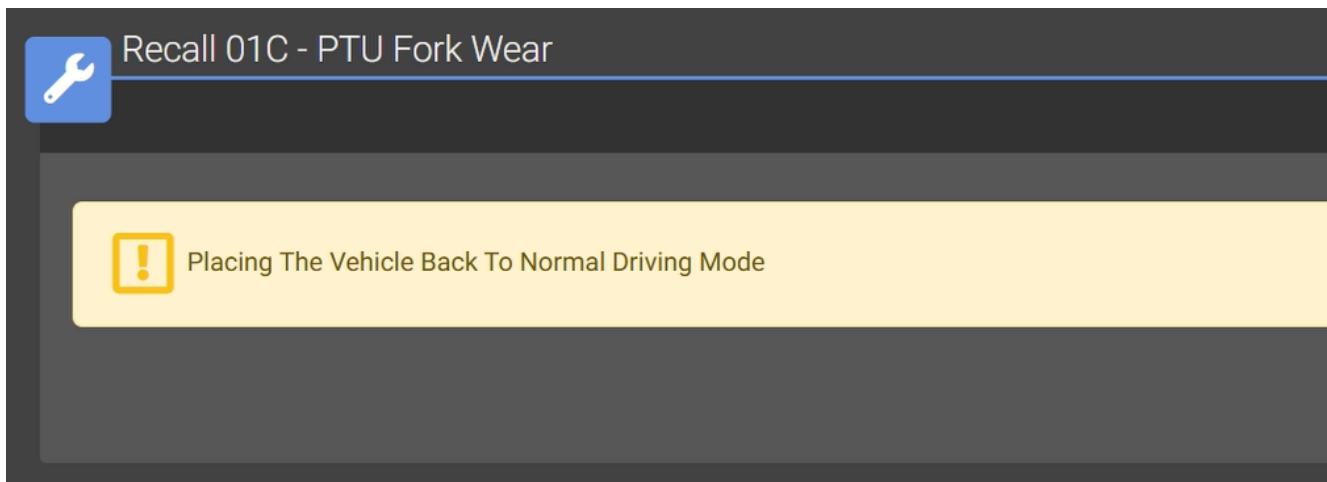
Fork Wear Steps In-Progress

Recall 01C - PTU Fork Wear

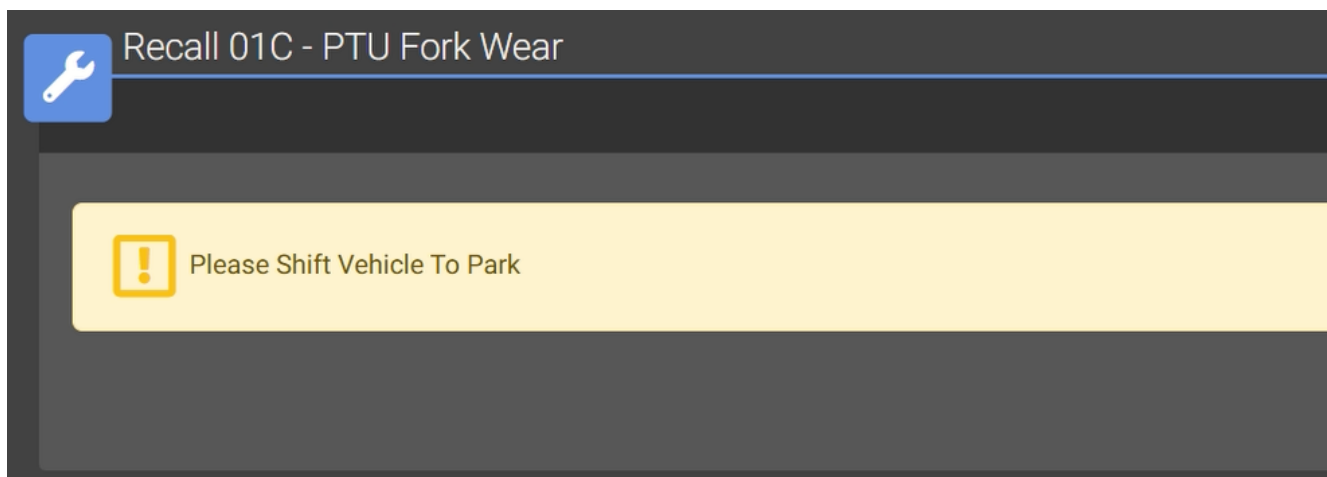
The Following Conditions Must Be Met Before The Vehicle Is Commanded To Normal Driving Mode

NAME	VALUE
Engine Running	true
Transmission In Drive	false
Vehicle Stationary	true

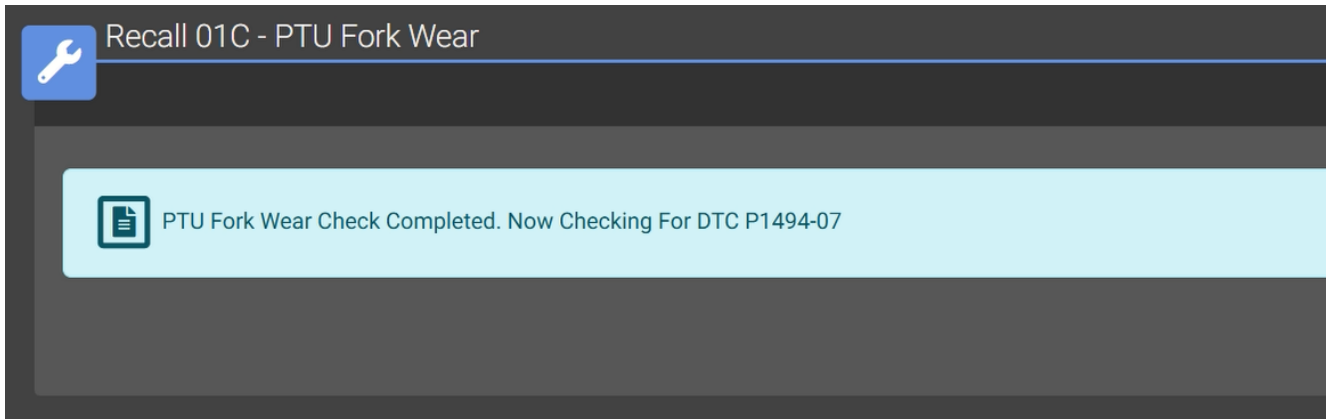
Test Drive Steps – Conditions for Normal Driving Mode



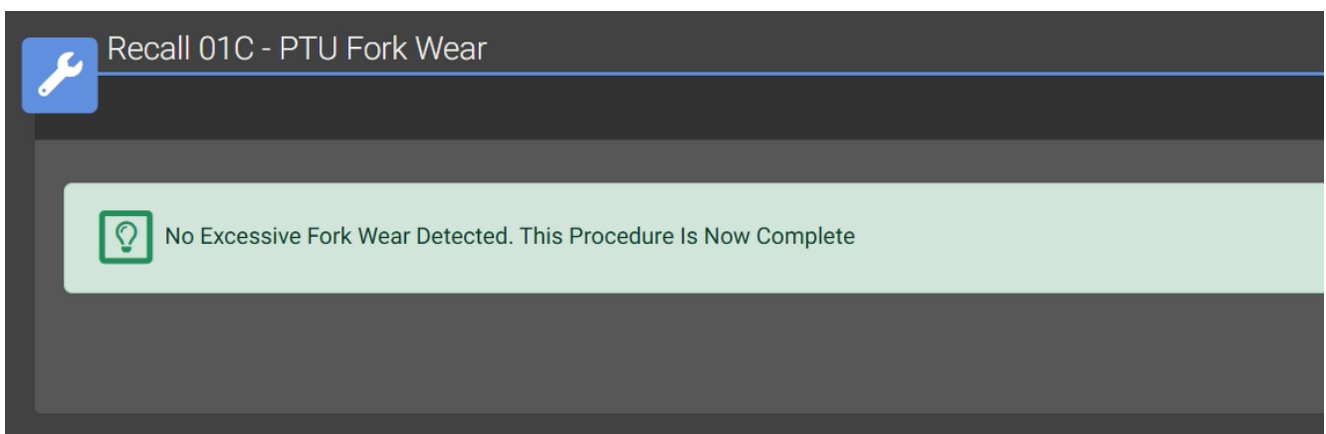
Test Drive Steps – Normal Driving Mode



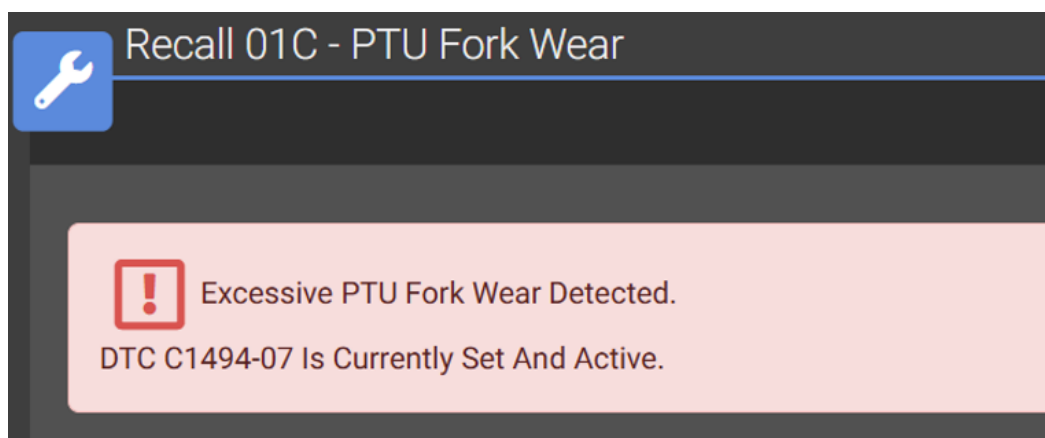
Test Drive Steps – Shift to Park



Test Drive Steps – Wear Check Complete



Passes Test – No Excessive Wear Detected



Failed Test – Excessive Wear Detected

SAFETY RECALL

NORTH AMERICA

Two Speed PTU Failure



Reference: 01C / NHTSA 25V-011

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2. Check for DTC C1494-07 (PTU Fork).
 - If C1494-07 is set, replace the PTU using the following procedures.
 - If no code C1494-07 is set, return the vehicle to the customer.

SERVICE PROCEDURE

D. PTU Removal (3.2L)

Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 04 - Vehicle Quick Reference / Hoisting / Standard Procedure.

NOTE: 1-Speed PTU shown, 2-Speed PTU similar.

1. Disconnect and isolate the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cable.1
2. Remove the right front halfshaft. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 03 - Differential and Driveline / Halfshaft, Front / Removal.
3. Remove the exhaust crossunder pipe (1) (Figure 1).
1Refer to the detailed service procedures available in
1DealerCONNECT/ Service Library under: Service
1Info> 11 - Exhaust System / PIPE, Exhaust
1Crossunder / Removal.
4. Remove the muffler. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 11 - Exhaust System / MUFFLER, Exhaust / Removal.
5. Remove the rear catalytic converter to Y-pipe nuts (5) (Figure 1).
6. If equipped remove the skid plate. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 13 - Frame and Bumpers / Under Body Protection / PLATE, Skid, Front / Removal.

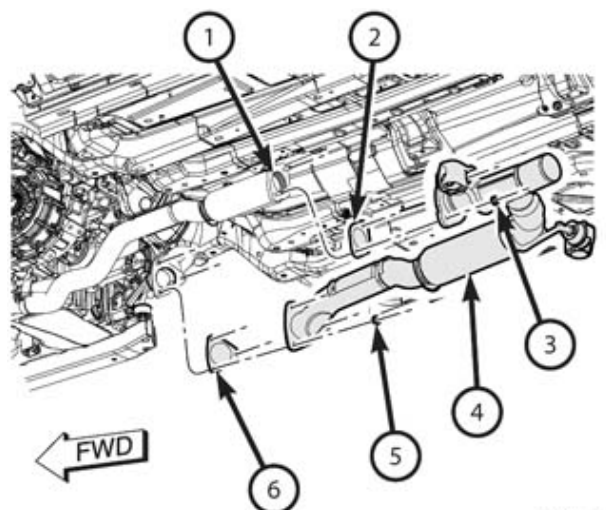


Figure 1 – Exhaust

- 1 - Crossunder Pipe
- 2 - Gasket
- 3 - Y-pipe To Crossunder Pipe Nuts
- 4 - Y-Pipe
- 5 - Rear Catalytic Converter To Y-Pipe Nut
- 6 - Gasket

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7. Remove the exhaust hanger bolts (1) and remove the exhaust hanger (2) from the vehicle (Figure 2).
8. Lower the vehicle.
9. Remove the air intake resonator. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 09 - Engine, 3.2L / Air Intake System / RESONATOR, Air Cleaner / Removal.

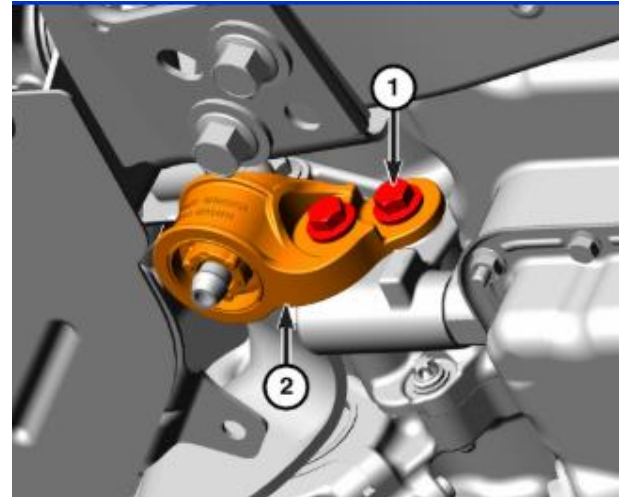


Figure 2 – Exhaust Hanger

- 1 - Exhaust Hanger Bolts
- 2 - Exhaust Hanger

10. Disconnect the upstream (1) and the downstream (2) oxygen sensor harness connectors (Figure 3).

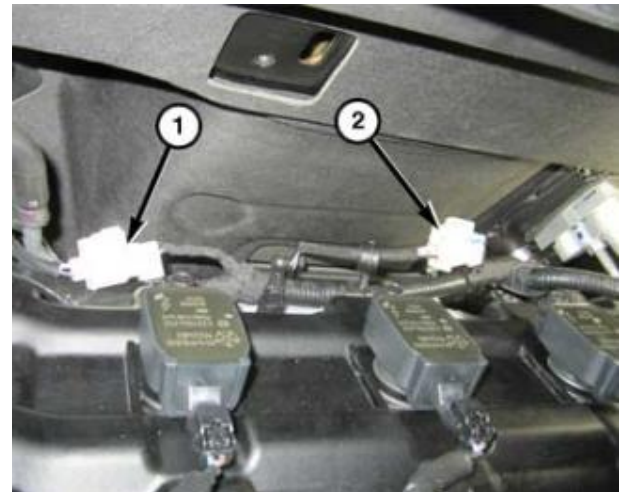


Figure 3 – Oxygen Sensor Harness Connectors

- 1 - Upstream Oxygen Sensor Harness Connector
- 2 - Downstream Oxygen Sensor Harness Connector

11. Remove the rear catalytic converter upper support bracket bolt (1) (Figure 4).

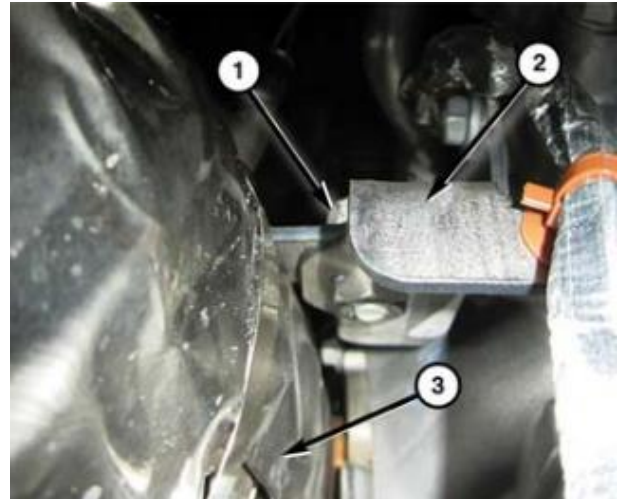


Figure 4 – Rear Catalytic Converter Upper and Upper Support Bracket

- 1 - Rear Catalytic Converter Upper Support Bracket Bolt
- 2 - Rear Catalytic Converter Upper Support Bracket
- 3 - Rear Catalytic Converter

12. Remove the catalytic converter to cylinder head upper flange bolts (5) (Figure 5).
13. Separate the rear catalytic converter from the cylinder head and wire it up and out of the way.
14. Raise the vehicle.

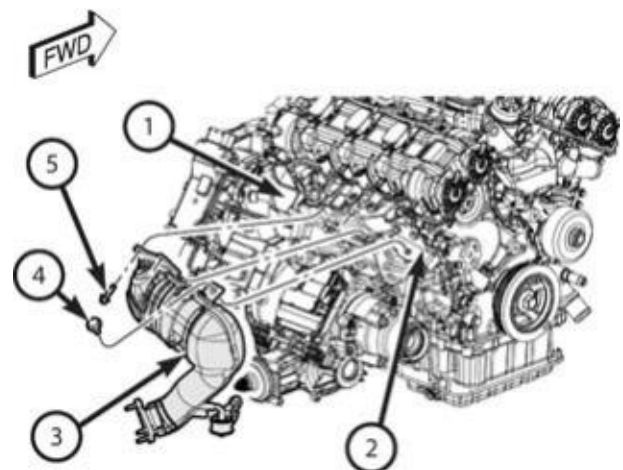


Figure 5– Rear Catalytic Converter and Cylinder Head

- 1 - Cylinder Head
- 2 - Rear Catalytic Converter Upper Support Bracket
- 3 - Rear Catalytic Converter
- 4 - Rear Catalytic Converter Upper Support Bracket Bolt
- 5 - Catalytic Converter To Cylinder Head Upper Flange Bolt

15. Remove the rear insulator to engine mount bracket through bolt and nut (1) (Figure 6).

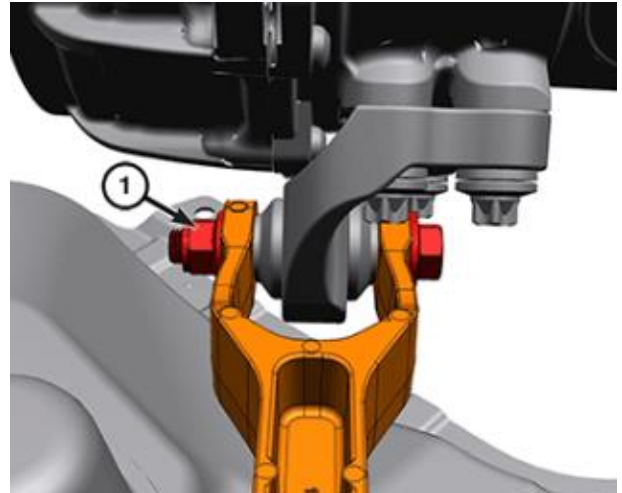


Figure 6 – Rear Engine Mount Bracket

1 - Rear Engine Mount Bracket Through Bolt And Nut

16. Using a support stand, rotate the powertrain to separate the transmission pivot bracket from the rear engine mount isolator (2) (Figure 7).
17. Place the rear engine mount bracket through bolt in the transmission pivot bracket to prevent the powertrain from moving back in position.



Figure 7 – Rear Engine Mount Bracket and Isolator

1 - Rear Engine Mount Bracket Through Bolt
2 - Rear Engine Mount Isolator

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18. Using a brass drift, disconnect the driveshaft (1) from the PTU. Rest the rear driveshaft on the front subframe (Figure 8).

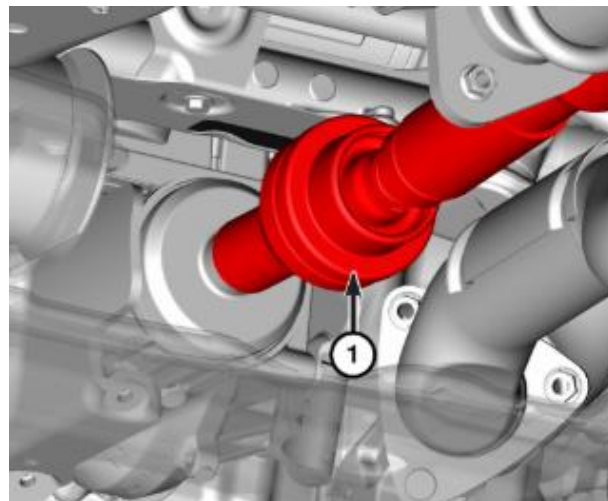


Figure 8 – Driveshaft

1 - Driveshaft

19. Remove the bolts (2) holding the heat shield (1) to the Power Transfer Unit (PTU) (Figure 9).
20. Separate the heat shield from the PTU.

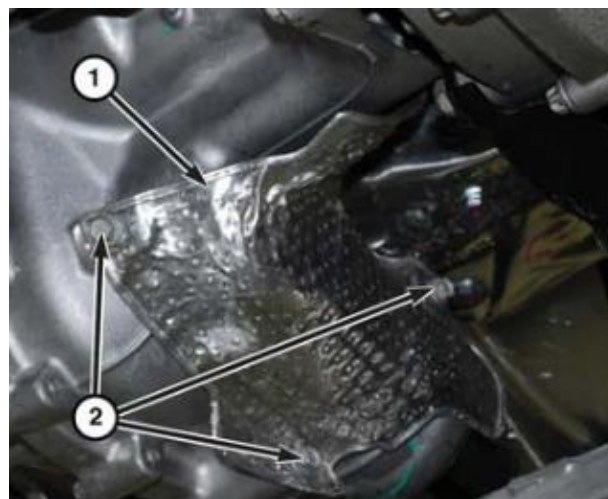


Figure 9 – PTU Heat Shield and Bolts

1 - PTU Heat Shield
2 - PTU Heat Shield Bolts

21. Remove the bolts (2) holding the PTU support bracket (1) to the PTU (Figure 10).

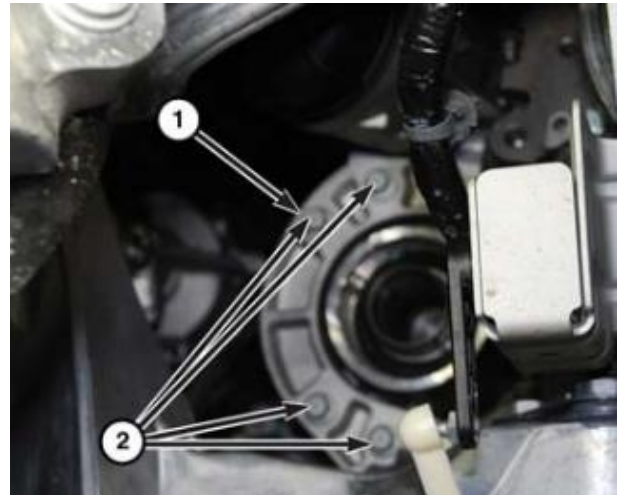


Figure 10 – PTU Support Bracket and Bolts

- 1 - PTU Support Bracket
2 - PTU Support Bracket To PTU Bolts

22. Remove the bolts (2) holding the PTU support bracket (1) to the engine block and the oil pan (Figure 11).
23. Separate the PTU support bracket from the PTU.
24. Disconnect the wire harness connector from the actuator.

NOTE: Upper bolts shown.

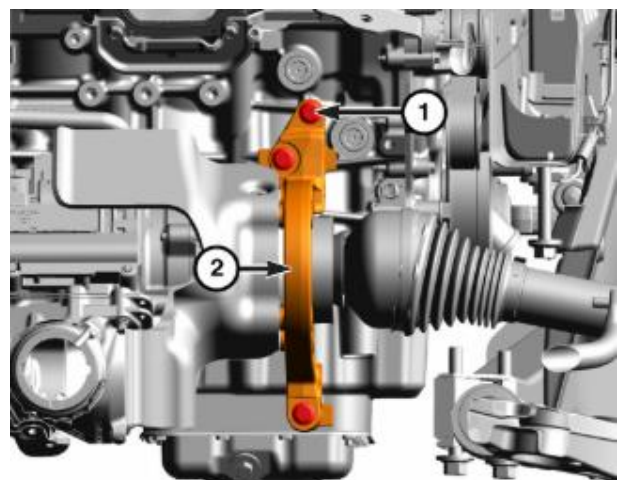


Figure 11 – PTU Support Bracket and Bolts

- 1 - PTU Support Bracket
2 - PTU Support Bracket Bolts

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FCA US LLC

25. Using appropriate tools, remove the bolts holding the PTU to the transmission (Figure 12).
26. Using a pry bar, gently separate the PTU from the transmission.

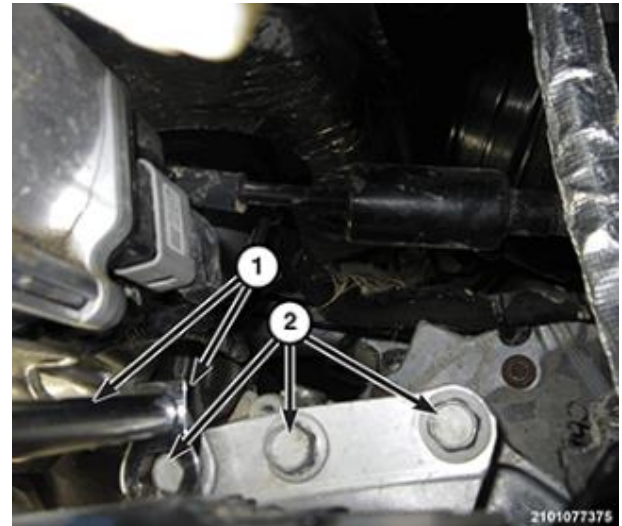


Figure 12 – Upper PTU Bolts

- 1 - Extension and Crows Foot
2 - Upper PTU Bolts

27. Using suitable tools roll the powertrain forward to gain enough clearance to remove the PTU (Figure 13).
28. Push the PTU (1) to the right side of the vehicle and tip the left side downward and out of the vehicle (Figure 13).



Figure 13 – PTU

- 1 - PTU

SERVICE PROCEDURE

E. PTU Installation (3.2L)

1. Tip the right side upward and into the gap over the suspension cradle and align the PTU (1) with the transmission output shaft (Figure 14).
2. Install the PTU to the transmission and engage the spline shaft into the transmission output shaft adapter.



Figure 14 – PTU

1 - Power Transfer Unit (PTU)

3. Install the bolts (1) to hold the PTU (2) to the transmission and tighten to 48 N·m (35 ft. lbs.) (Figure 15).
4. Connect the wire harness connector to the actuator.

NOTE: The PTU to block bracket has a sleeve that slides in the bracket, if the sleeve is seized in the bracket, the bracket must be replaced.

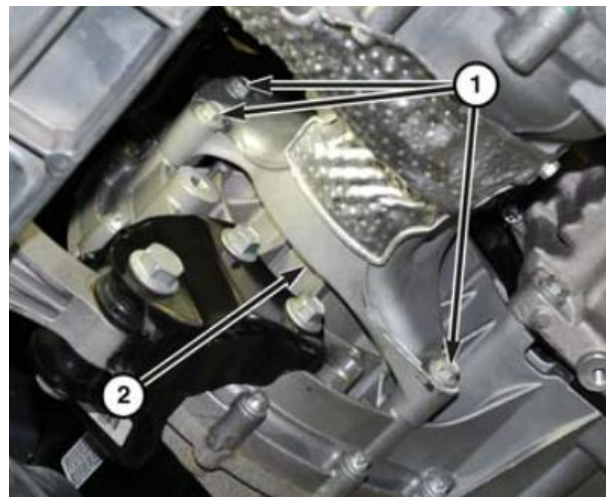


Figure 15 – PTU Bolts

1 - PTU Bolts
2 - PTU

5. Place the PTU support bracket in position on the PTU (Figure 11).
6. Install the bolts to hold the PTU mount bracket to the engine block and oil pan, then tighten to 44 N·m (32 ft. lbs.).
7. Install the bolts to hold the PTU support bracket to the PTU and tighten to 27 N·m (20 ft. lbs.) (Figure 10).
8. Verify that the PTU is filled to the specified fluid level. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 21 - Transmission and Transfer Case / Power Transfer Unit / Standard Procedure.
9. Install the PTU heat shield and tighten the bolts to:
 - M6 bolts to 11 N·m (8 ft. lbs.) (Figure 9).
 - M8 bolts to 23 N·m (17 ft. lbs.) (Figure 9).
10. Connect the driveshaft to the PTU. Be sure the driveshaft is fully engaged to the PTU (Figure 8).
11. Remove the rear insulator to engine mount bracket through bolt (Figure 7).
12. Remove the support stand, rotate the powertrain to join the transmission pivot bracket to the rear engine mount isolator (Figure 7).
13. Install the rear insulator to engine mount bracket through bolt and nut. Tighten to 110 N·m (81 ft. lbs.) (Figure 6).
14. Lower the vehicle.
15. Position the rear catalytic converter on the retainer and against the cylinder head (Figure 5).
16. Install the rear catalytic converter upper support bracket bolt and tighten to 25 N·m (18 ft. lbs.) (Figure 4).
17. Connect the upstream and the downstream oxygen sensor harness connectors (Figure 3).
18. Install the air intake resonator. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 09 - Engine, 3.2L / Air Intake System / RESONATOR, Air Cleaner / Installation.
19. Raise the vehicle.
20. Install the exhaust hanger and tighten the bolts to 20 N·m (15 ft. lbs.) (Figure 2).
21. If removed install the skid plate. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 13 - Frame and Bumpers / Under Body Protection / PLATE, Skid, Front / Installation.
22. Install the rear catalytic converter to Y-pipe nuts and tighten to 30 N·m (22 ft. lbs.) (Figure 1).
23. Install the muffler. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 11 - Exhaust System / MUFFLER, Exhaust / Installation.
24. Install the exhaust crossunder pipe. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 11 - Exhaust System / PIPE, Exhaust Crossunder / Installation.

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-
25. Install the right front halfshaft. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 03 - Differential and Driveline / Halfshaft, Front / Installation.
 26. Lower the vehicle.
 27. Connect the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector to the negative battery cable.
 28. Verify that the transmission is filled to the specified fluid level. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 21 - Transmission and Transfer Case / Automatic - 948TE/9HP48 / FLUID and FILTER / Standard Procedure.

SERVICE PROCEDURE

F. PTU Removal (2.0L Gas)

1. Disconnect and isolate the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cable.
2. Remove the right front halfshaft. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 03 - Differential and Driveline / Halfshaft, Front / Removal.
3. If equipped, remove the front suspension skid plate. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 13 - Frame and Bumpers / Under Body Protection / PLATE, Skid, Side / Removal.
4. If equipped, remove the belly pan. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 13 - Frame and Bumpers / Under Body Protection / BELLY PAN / Removal.
5. Remove the rear engine mount insulator. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 09 - Engine, 2.0L / Engine Mounting / INSULATOR, Engine Mount, Rear / Removal.
6. Remove the crossunder pipe flange nuts (1) (Figure 16).
7. Using a support stand, rotate the powertrain so the engine oil pan moves toward the front of the vehicle.

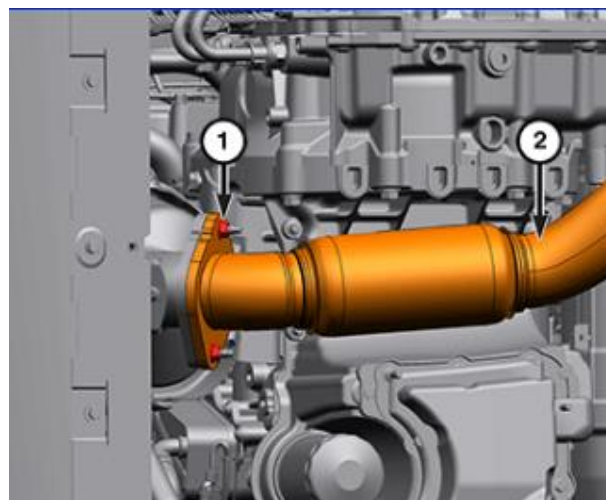


Figure 16 – Crossunder Pipe

- 1 - Crossunder Pipe Flange Nuts
- 2 - Crossunder Pipe

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8. Using a brass drift, disconnect the driveshaft (1) from the PTU. Rest the rear driveshaft on the front subframe (Figure 17).

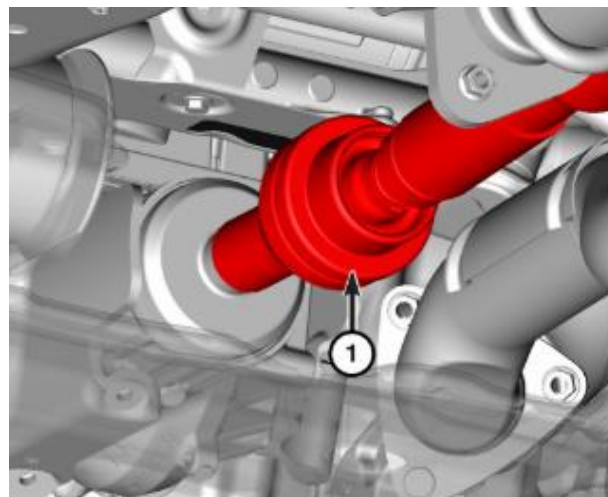


Figure 17 – Driveshaft

1 - Driveshaft

9. Remove the rear crossunder pipe isolator bolts (Figure 18).

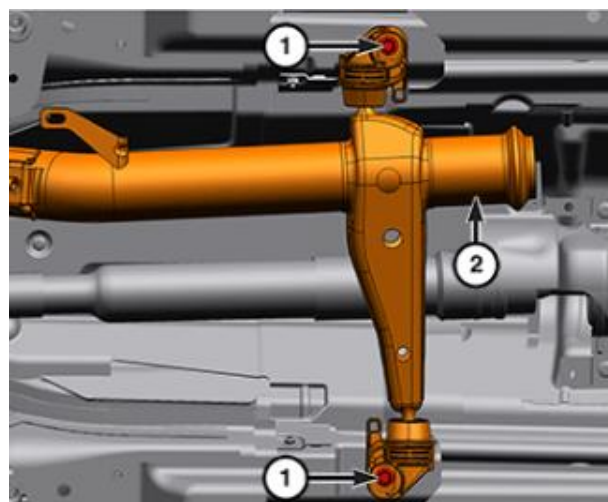


Figure 18 – Crossunder Pipe

1 - Rear Crossunder Pipe Isolator Bolts
2 - Crossunder Pipe

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10. Loosen the exhaust resonator clamp nut and separate the exhaust crossunder pipe from the resonator (Figure 19).

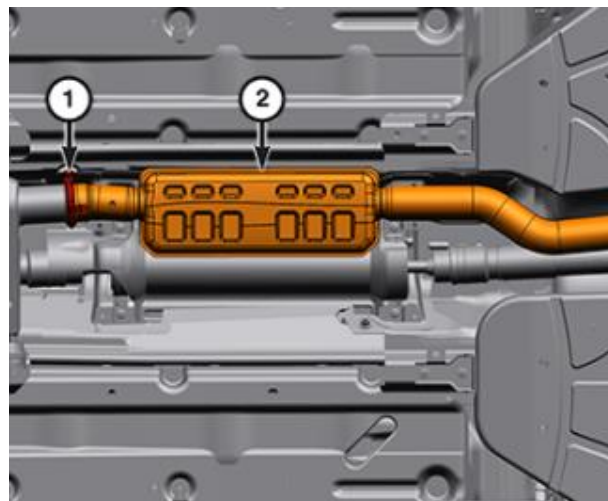


Figure 19 – Resonator

- 1 - Exhaust Resonator Clamp
- 2 - Resonator

11. Remove the front crossunder pipe isolator bolts (1) (Figure 20).
12. Remove the crossunder pipe isolator (2) (Figure 20).

NOTE: It may be helpful to rotate the powertrain forward or backward to remove the rear engine mount bracket bolts.

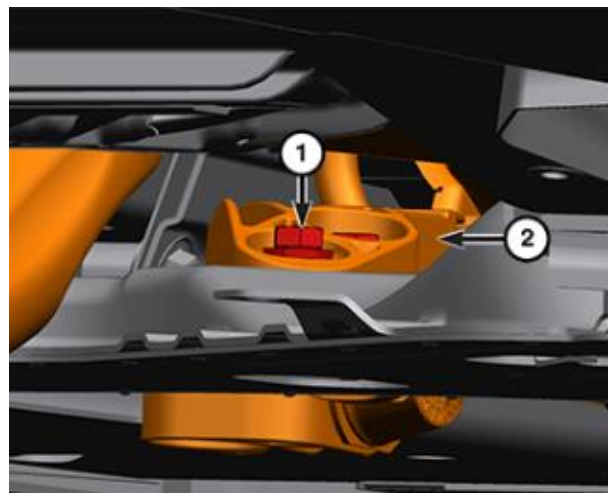


Figure 20 – Crossunder Pipe Isolator

- 1 - Front Crossunder Pipe Isolator Bolts
- 2 - Front Crossunder Pipe Isolator

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13. Remove the three bolts (2) and remove the rear engine mount bracket (1) (Figure 21).
14. Rotate the powertrain so the engine oil pan moves toward the rear of the vehicle.
15. Remove the exhaust crossunder pipe from the vehicle.

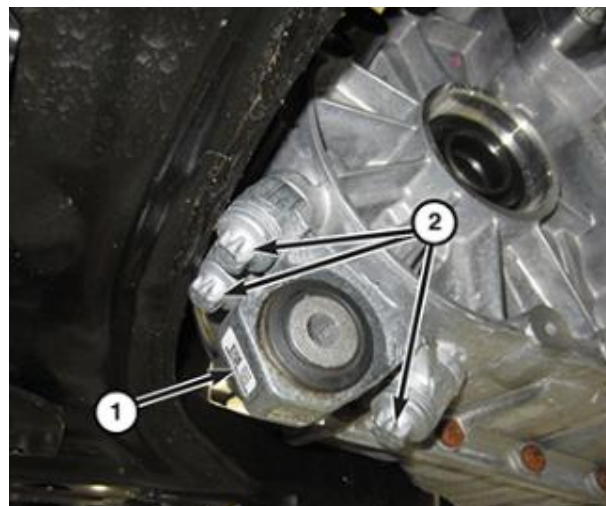


Figure 21 – Rear Engine Mount Bracket

- 1 - Rear Engine Mount Bracket
- 2 - Rear Engine Mount Bracket Bolts

16. Remove and DISCARD the exhaust gasket (1) (Figure 22).
17. Remove the electric vacuum pump from the Power Transfer Unit (PTU) support bracket and position aside. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 05 - Brakes / 05 - Brakes, Base / Electrical / PUMP, Electric Vacuum / Removal.

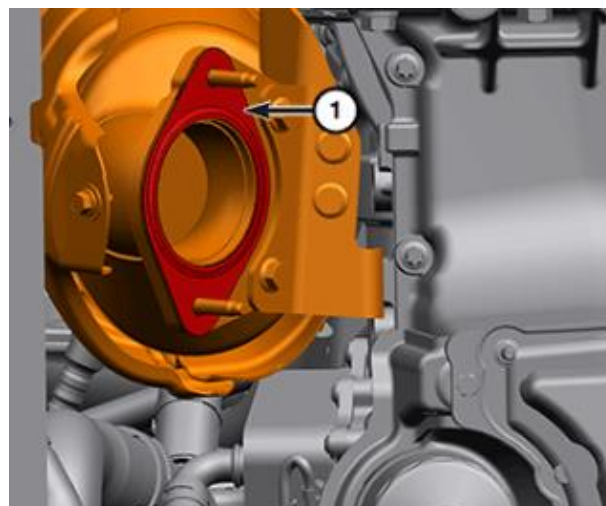


Figure 22 – Exhaust Gasket

- 1 - Exhaust Gasket

18. Remove the bolts holding the heat shield to the PTU (Figure 23).

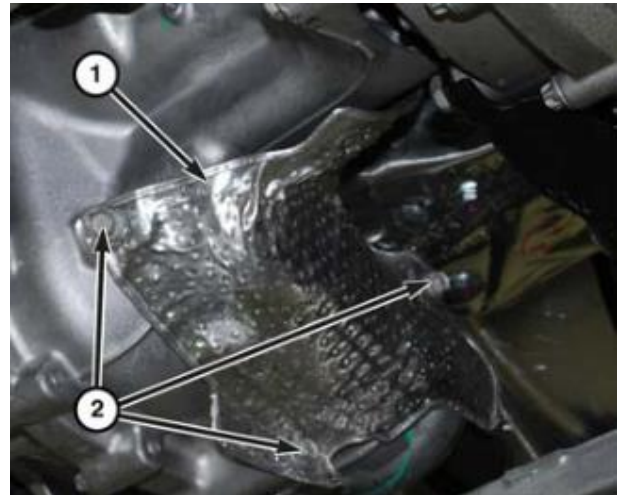


Figure 23 – PTU Heat Shield

- 1 - PTU Heat Shield
2 - PTU Heat Shield Bolts

19. Remove the bolts (1) holding the PTU support bracket to the PTU (Figure 24).
20. Remove the bolts (2) holding the PTU support bracket to the engine block and the oil pan and remove the bracket (Figure 24).
21. Separate the heat shield (1) from the PTU (Figure 23).
22. Disconnect the wire harness connector from the actuator.
23. Disconnect the PTU vent hose from the PTU.



Figure 24 – PTU Support Bracket

- 1 - PTU Support Bracket to PTU Bolts
2 - PTU Support Bracket to Engine Bolts

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24. Using an extension and crows foot, remove the bolts (1) holding the PTU to the transmission (Figure 25).
25. Using a pry bar, gently separate the PTU from the transmission.



Figure 25 – PTU to Transmission Bolts

1 - PTU To Transmission Bolts

26. Push the PTU (1) to the right side of the vehicle and tip the left side downward and out of the vehicle (Figure 26).



Figure 26 – PTU

1 - PTU

SERVICE PROCEDURE

G. PTU Installation (2.0L Gas)

1. Tip the right side upward and into the gap over the suspension cradle and align the PTU with the transmission output shaft (Figure 27).
 2. Install the PTU to the transmission and engage the spline shaft into the transmission output shaft adapter (Figure 27).
 3. Install the bolts to hold the PTU to the transmission and tighten to 48 N·m (35 ft. lbs.) (Figure 25).
 4. Connect the PTU vent hose.
 5. Connect the wire harness connector to the actuator.
 6. Place the PTU support bracket and install the fasteners to hold the PTU mount bracket to the engine block and tighten to 44 N·m (32 ft. lbs.) (Figure 24).
 7. Install the bolts to hold the PTU support bracket to the PTU and tighten to 22 N·m (16 ft. lbs.) (Figure 24).
 8. Verify that the PTU is filled to the specified fluid level. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 21 - Transmission and Transfer Case / Power Transfer Unit / Standard Procedure.
 9. Place the heat shield in position on the PTU (Figure 23).
 10. Install the PTU heat shield bolts and tighten to:
 - M6 bolts to 11 N·m (8 ft. lbs.) (Figure 23).
 - M8 bolts to 23 N·m (17 ft. lbs.) (Figure 23).
 11. Install the electric vacuum pump. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 05 - Brakes / 05 - Brakes, Base / Electrical / PUMP, Electric Vacuum / Installation.
 12. Rotate the powertrain so the engine oil pan moves toward the rear of the vehicle.
 13. Position the exhaust crossunder pipe in the vehicle.
- NOTE: It may be helpful to rotate the powertrain forward or backward to remove the rear engine mount bracket bolts.**
14. Install the rear engine mount bracket and tighten the bolts to 163 N·m (120 ft. lbs.) (Figure 21).



Figure 27 – PTU

1 - PTU

15. Install a **NEW** exhaust gasket (Figure 22).
16. Install the crossunder pipe to the catalytic converter and tighten the nuts to 32 N·m (24 ft. lbs.) (Figure 16).
17. Using a support stand, rotate the powertrain so the engine oil pan moves toward the front of the vehicle.
18. Connect the driveshaft from the PTU (Figure 17).
19. Connect the exhaust crossunder pipe to the resonator and tighten the clamp to 25 N·m (18 ft. lbs.) (Figure 19).
20. Remove the support stand.
21. Install the front crossunder pipe isolator and tighten the bolts to 28 N·m (21 ft. lbs.) (Figure 20).
22. Install the rear crossunder pipe isolator bolts and tighten to 28 N·m (21 ft. lbs.) (Figure 18).
23. Install the rear engine mount insulator. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 09 - Engine, 2.0L / Engine Mounting / INSULATOR, Engine Mount, Rear / Installation.
24. Install the right front halfshaft. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 03 - Differential and Driveline / Halfshaft, Front / Installation.
25. Verify that the transmission is filled to the specified fluid level. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 21 - Transmission and Transfer Case / Power Transfer Unit / Standard Procedure.
26. If equipped, install the front suspension skid plate. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 13 - Frame and Bumpers / Under Body Protection / PLATE, Skid, Front Suspension / Installation.
27. If equipped, install the belly pan. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 13 - Frame and Bumpers / Under Body Protection / BELLY PAN / Installation.
28. Connect the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector to the negative battery cable.

SERVICE PROCEDURE

H. PTU Removal (2.4L Gas)

NOTE: 1-Speed PTU shown, 2-Speed PTU similar.

1. Disconnect and isolate the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cable.
2. Remove the right front halfshaft. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 03 - Differential and Driveline / Halfshaft, Front / Removal.
3. Remove the intake manifold. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 09 - Engine, 2.4L Multiair / Manifolds / MANIFOLD, Intake / Removal.
4. Remove the rear insulator to engine mount bracket through bolt and nut (1) (Figure 28).

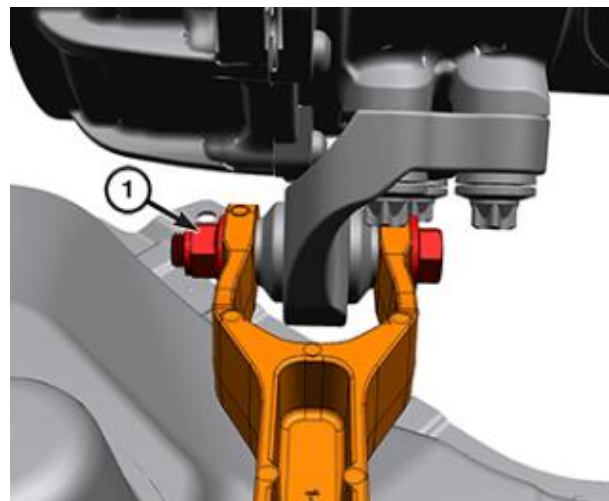


Figure 28 – Rear Isolator to Engine Mount Bracket Bolt and Nut

5. Using a support stand, rotate the powertrain to separate the transmission pivot bracket from the rear engine mount isolator (2) (Figure 29).



Figure 29 – Transmission Pivot Bracket

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FCA US LLC

6. Place the engine mount bracket through bolt (1) in the transmission pivot bracket to prevent the powertrain from moving back in position (Figure 29).
7. Using a brass drift, disconnect the rear driveshaft (1) from the PTU. Rest the rear driveshaft on the front subframe (Figure 30).

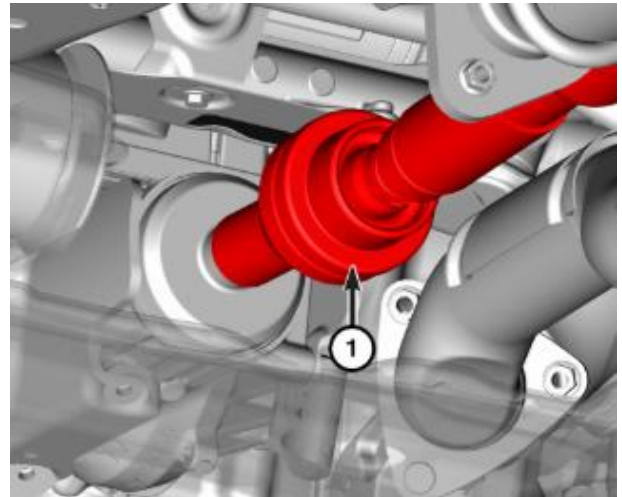


Figure 30 – Rear Driveshaft

8. Remove the exhaust hanger fasteners (1) and remove the exhaust hanger (2) from the vehicle (Figure 31).
9. Remove the crossunder exhaust pipe. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 11 - Exhaust System / PIPE, Exhaust Crossunder / Removal.

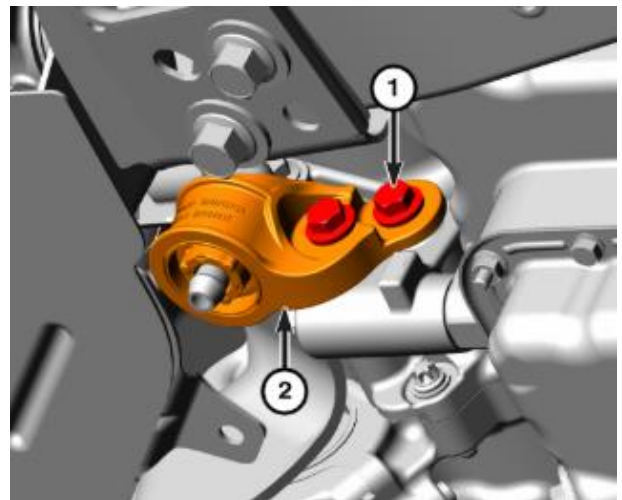


Figure 31 – Exhaust Hanger

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10. Remove the fasteners (2) holding the heat shield (1) to the Power Transfer Unit (PTU) (Figure 32).
11. Separate the heat shield (1) from the PTU (Figure 32).

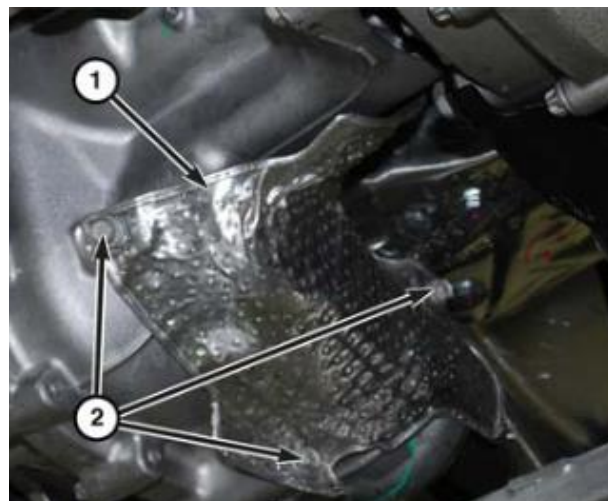


Figure 32 – PTU Heat Shield

12. Remove the fasteners (2) holding the PTU support bracket (1) to the PTU (Figure 33).

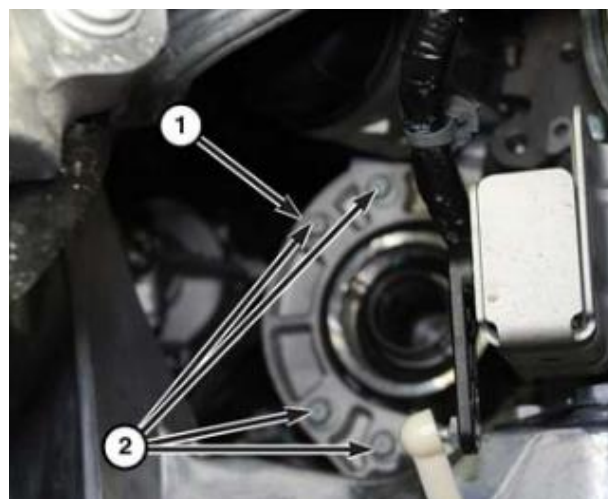


Figure 33 – PTU Support Bracket

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13. Remove the fasteners (1) holding the PTU support bracket (2) to the engine block and the oil pan (Figure 34).
14. Separate the PTU support bracket (2) from the PTU.
15. Disconnect the wire harness connector from the actuator.

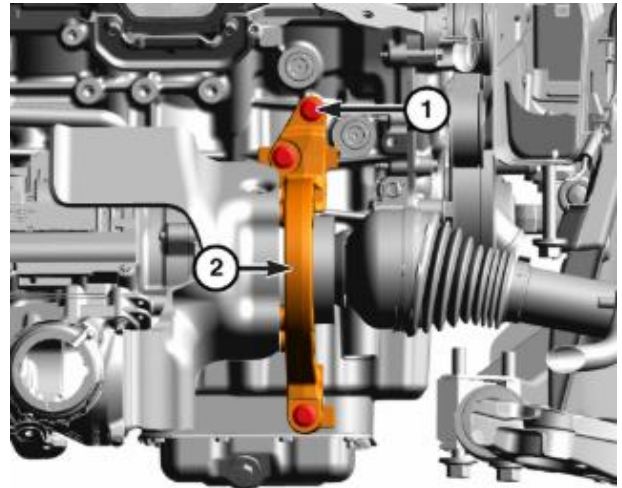


Figure 34 – PTU Support Bracket

16. Using appropriate tools (1), remove the fasteners (2) holding the PTU to the transmission (Figure 35).
17. Using a pry bar, gently separate the PTU from the transmission.

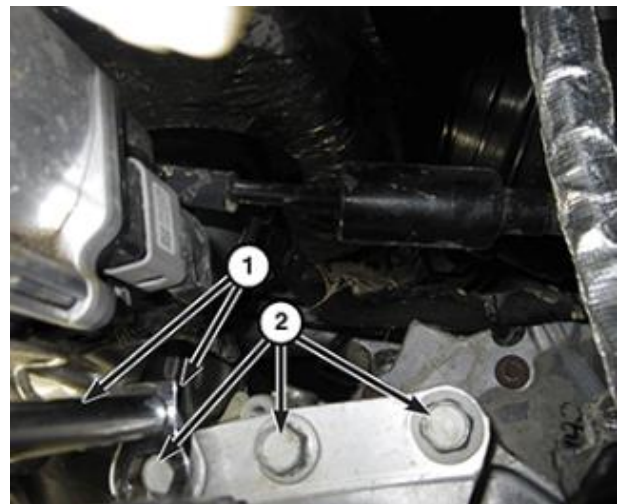


Figure 35 – PTU to Transmission Fasteners

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18. Using suitable tools roll the powertrain forward to gain enough clearance to remove the PTU.
19. Push the PTU (1) to the right side of the vehicle and tip the left side downward and out of the vehicle (Figure 36).



Figure 36 – PTU Removal

SERVICE PROCEDURE

I. PTU Installation (2.4L Gas)

NOTE: 1-Speed PTU shown, 2-Speed PTU similar.

1. Tip the right side upward and into the gap over the suspension cradle and align the PTU with the transmission output shaft (Figure 37).
2. Install the PTU (1) to the transmission and engage the spline shaft into the transmission output shaft adapter (Figure 37).



Figure 37 – PTU Installation

3. Install the fasteners (1) to hold the PTU (2) to the transmission and tighten to 48 N·m (35 ft. lbs.) (Figure 38).
4. Connect the wire harness connector to the actuator.

NOTE: The PTU to block bracket has a sleeve that slides in the bracket, if the sleeve is seized in the bracket, the bracket must be replaced.

5. Place the PTU support bracket (2) in position on the PTU (Figure 34).
6. Install the fasteners (1) to hold the PTU mount bracket (2) to the engine block and oil pan, then tighten to 44 N·m (32 ft. lbs.) (Figure 38).
7. Install the fasteners (2) to hold the PTU support bracket (1) to the PTU and tighten to 22 N·m (16 ft. lbs.) (Figure 33).

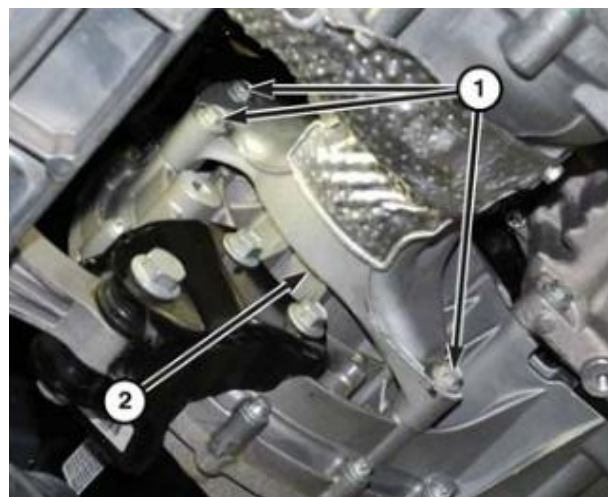


Figure 38 – PTU to Transmission Fasteners

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8. Verify that the PTU is filled to the specified fluid level. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 21 - Transmission and Transfer Case / Power Transfer Unit / Standard Procedure.
9. Place the heat shield (1) in position on the PTU (Figure 32).
10. Install the fasteners (2) to hold the heat shield (1) to the PTU and tighten to:
 - M6 bolts to 11 N·m (8 ft. lbs.) (Figure 32).
 - M8 bolts to 23 N·m (17 ft. lbs.) (Figure 32).
11. Install the exhaust crossunder pipe. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 11 - Exhaust System / PIPE, Exhaust Crossunder / Installation.
12. Place the exhaust hanger, install the fasteners (1) and tighten to 20 N·m (15 ft. lbs.) (Figure 31).
13. Connect the rear driveshaft to the PTU. Be sure the driveshaft is fully engaged to the PTU (Figure 30).
14. Remove the rear insulator to engine mount bracket through bolt (1) (Figure 29).
15. Remove the support stand, rotate the powertrain to join the transmission pivot bracket to the rear engine mount isolator (2) (Figure 29).
16. Install the rear insulator to engine mount bracket through bolt and nut (1) and tighten to 115 N·m (85 ft. lbs.) (Figure 28).
17. Install the intake manifold. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 09 - Engine, 2.4L Multiair / Manifolds / MANIFOLD, Intake / Installation.
18. Install the right front halfshaft. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 03 - Differential and Driveline / Halfshaft, Front / Installation.
19. Remove the support and lower the vehicle.
20. Connect the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector to the negative battery cable.
21. Verify that the transmission is filled to the specified fluid level. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 21 - Transmission and Transfer Case / Power Transfer Unit / Standard Procedure.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXX

01C/NHTSA 25V-011

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 01C.

IMPORTANT SAFETY RECALL

Two Speed Power Transfer Unit Failure

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 [2017-2019 (KL) Jeep® Cherokee] 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?

The two speed Power Transfer Unit (PTU) on your vehicle ^[1] may have been built with an improperly seated input shaft snap ring, which can cause an unexpected loss of drive power or loss of PARK function while stationary. Customers may notice a Service 4WD message, noise, vibration or change in drive quality. **A loss of drive power can cause a vehicle crash without prior warning. A loss of PARK function 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 LLC will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will reprogram the Drivetrain Control Module (DTCM) and the PTU with new software to detect, and monitor for, excessive wear within the PTU. If a PTU failure is confirmed by the software, FCA US will replace the PTU. The estimated time to reprogram the DTCM and PTU is approximately 30 minutes. Additional time will be required to replace the PTU if required. 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. Ask your dealer for alternate transportation options while your vehicle is in service. 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.

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 1-888-275-9171), 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.