

SAFETY RECALL

NORTH AMERICA

Instrument Panel Cross Car Beam



Reference: 71C / NHTSA 25V-575

FCA US LLC



Remedy available for
2025 (KM) Jeep Wagoneer S

Template Version 1.0

Revision	Edition	Detail
0	October 2025	Initial Version.

SYMPTOM DESCRIPTION

The cross car beam in the instrument panel (IP) on 8 of the above vehicles may be incorrect. An incorrect cross car beam in the IP may compromise intended load distribution or energy management performance which can increase the risk of injury in certain crashes.

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 571.208 which specifies certain occupant protection performance in specified testing conditions. Suspect vehicles built with the incorrect cross car beam may not meet these requirements.

SCOPE

This recall applies only to the above vehicles.

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

Replace the instrument panel cross car beam.

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:

Labor Description	Number	Hrs
Replace Instrument Panel Cross Car Beam	23-71-C1-82	4.7

Labor Description	Number	Allowance
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 **09/11/2025** and the remedy was made available on

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10/10/2025, therefore, the number of days cannot exceed 29 days.

Vehicle	Average Daily Allowance
2025 (KM) Jeep Wagoneer S	██████

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
CSAS71C1AA		
	1	INSTRUMENT PANEL (REINFORCEMENT BEAM)
06508531AA	1	HEX FLANGE HEAD (M10X1.50X39.00)
06508182AA	6	HEX HEAD (M6X1.00X25.50)

PARTS RETURN

No parts return required for this campaign.

Render the recalled part unusable and discard.

SPECIAL TOOLS

Number	Description
NPN	wiTECH MicroPod II / MDP
NPN	Laptop Computer
NPN	wiTECH Software
2035100082	Covers, HEV Battery Terminal

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.

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SERVICE PROCEDURE

A. Instrument Panel Removal

WARNING: Part of this recall population contains BEV vehicles. Follow all safety precautions published in Service Library for the specific vehicle you are working on.

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

NOTE: Beware of sharp edges within the instrument panel, and on the instrument panel carrier (cross car beam). Use protective handwear where appropriate.

NOTE: To protect the instrument panel when removed, prepare a sufficient work space. Pad the work surface to protect components and their finishes.

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1. For the full procedure, links, and related Warnings, Cautions and Notices, refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body / Instrument Panel / PANEL, Instrument / Removal and Installation.

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

NOTE: To aid in installation, use tape to mark and identify wire harness connectors.

2. Remove the cowl panel cover. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body/Exterior/COVER, Cowl Panel/Removal and Installation.
3. Remove the wiper linkage to gain access to the CCB bolt. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - 08 - Electrical / 8R - Wipers/Washers / LINKAGE, Wiper Arm / Removal and Installation.
4. Remove the cross car beam (CCB) to instrument panel bolt (1) (Figure 1).

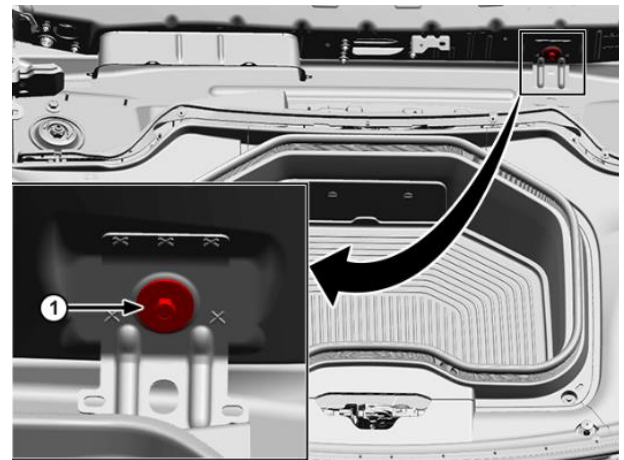


Figure 1 – CCB to Dash Panel Bolt

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NOTE: After console to tunnel bracket rear bolts are removed, move the front seats reward, and power down the 12V system. Disconnect and isolate the negative battery cable(s). Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 08 - Electrical/Battery System/Standard Procedure.

NOTE: Make sure that the console screen is in the down position.

5. Remove the floor console. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body/Interior/CONSOLE, Floor/Removal and Installation.
6. Remove the left A-Pillar trim panel. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body/Interior/PANELS/Removal and Installation.
7. Release the wire harness fastener and disconnect the wire harness connector (1) at the left A-pillar (2) (Figure 2).
8. Remove the left cowl trim panel. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body/Interior/PANELS/Removal and Installation.
9. Remove the driver knee blocker air bag. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 10 - Restraints/AIR BAG/Removal and Installation.

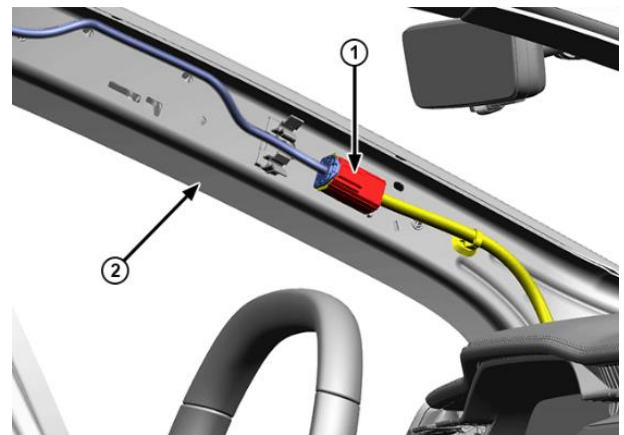


Figure 2 – Wire Harness Connector and A-Pillar (Left side shown, right side similar)

NOTE: SCCM removal is not necessary for column removal. After removing the upper and lower steering column shrouds, disconnect the SCCM electrical connectors from the back side of the SCCM, then the harness retainer clips (Figure 3).

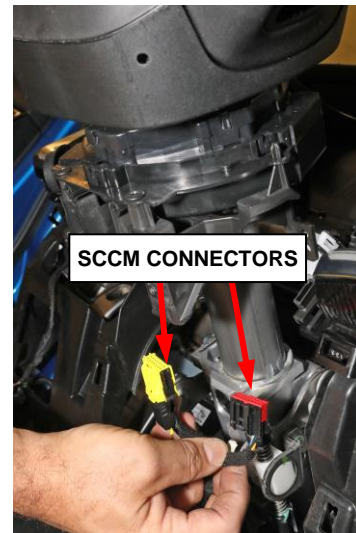


Figure 3 – SCCM Connectors

10. Remove the steering column. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 19 - Steering/COLUMN/Removal and Installation.
11. Using a trim stick or equivalent, remove the left upper end cap (1) from the instrument panel (Figure 4).



Figure 4 – Upper End Cap (Right side shown, left side similar)

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- Using a trim stick or equivalent, remove the left A-pillar extended trim panel (1) (Figure 5).

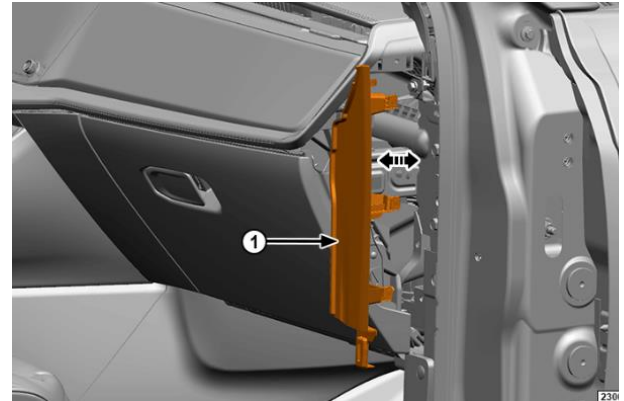


Figure 5 – A-Pillar Extended Trim Panel (Right side shown, left side similar)

- Position the carpet aside on the driver side and disconnect the wire harness connectors (1) (Figure 6).

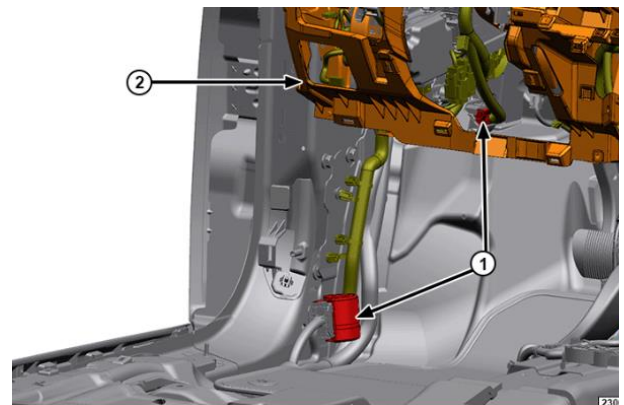


Figure 6 – Wire Harness Connectors

- Remove the left bolts (2) and side fastener (1) (Figure 7).

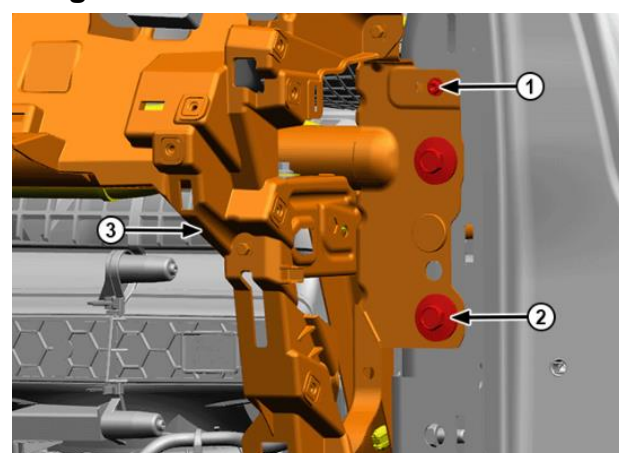


Figure 7 – CCB to Cowl Side Bolts and Fastener (Right side shown, left side similar.)

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15. To aid in removal of the HVAC nut, remove the fastener (1) securing the front left floor air duct (2) and remove the front left floor air duct from the vehicle (Figure 8).

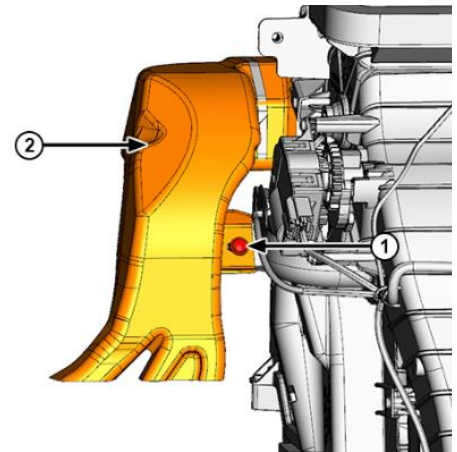


Figure 8 – Air Duct and Fastener

Note: Stud is forward facing.

16. Working in the steering column opening, remove the nut (2) from the stud (1) (Figure 9).
17. Remove the right A-Pillar trim panel. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body/Interior/PANELS/Removal and Installation.

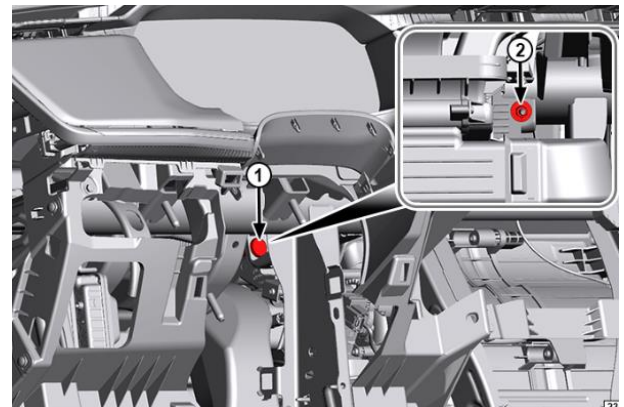


Figure 9 – HVAC to I/P Stud and Nut

18. Release the wire harness fastener and disconnect the wire harness connector at the right A-pillar (Figure 2).
19. Remove the right cowl trim panel. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body/Interior/PANELS/Removal and Installation.
20. Using a trim stick or equivalent, remove the right A-pillar extended trim panel (Figure 4).
21. Remove the Display Screen Module (DSM), Front Passenger Display Module (FPDM). Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 08 - Electrical / 8E - Electronic Control Modules / MODULE, Display Screen (DSM) / Removal and Installation.
22. Remove the right and left spear lamps. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 08 - Electrical / 8L - Lamps and Lighting / Lamps/Lighting - Interior / LAMP, Courtesy / Removal and Installation.

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23. Remove the glove box assembly. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body/Instrument Panel/GLOVE BOX, Instrument Panel/Removal and Installation.

24. Position the carpet aside on the passenger side and disconnect the wire harness connectors (1) (Figure 10).

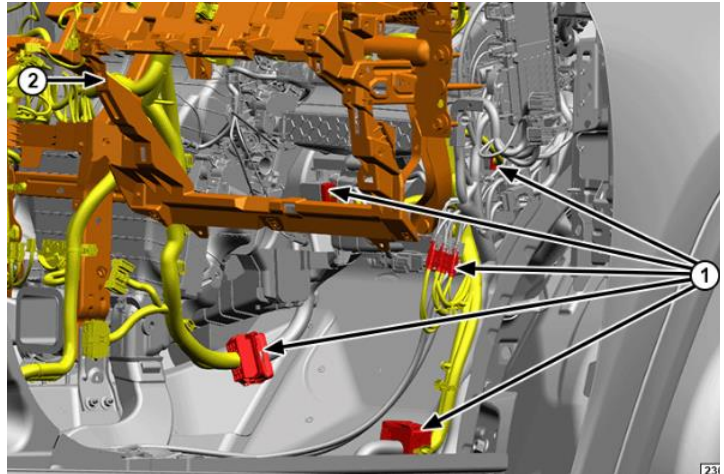


Figure 10 – Wire Harness Connectors

25. Remove the instrument panel to HVAC bolt (2) from the glove box opening (Figure 11).

26. Remove the right bolts and side fasteners (Figure 7).

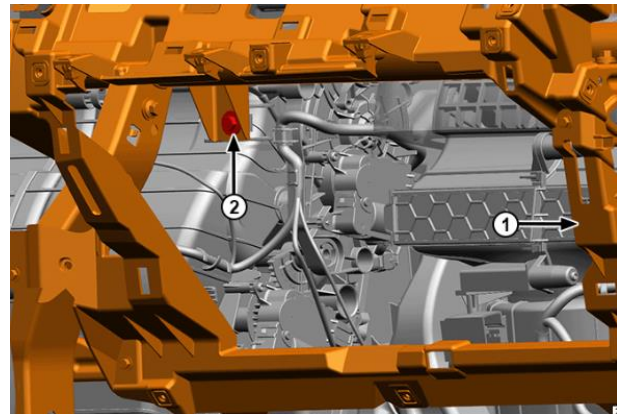


Figure 11 – I/P to HVAC Bolt

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- 27. Working in the glove box opening, remove the nut (2) from the stud (1) (Figure 12).
- 28. Remove the defroster grille. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body/Instrument Panel/GRILLE, Defroster/Removal and Installation.

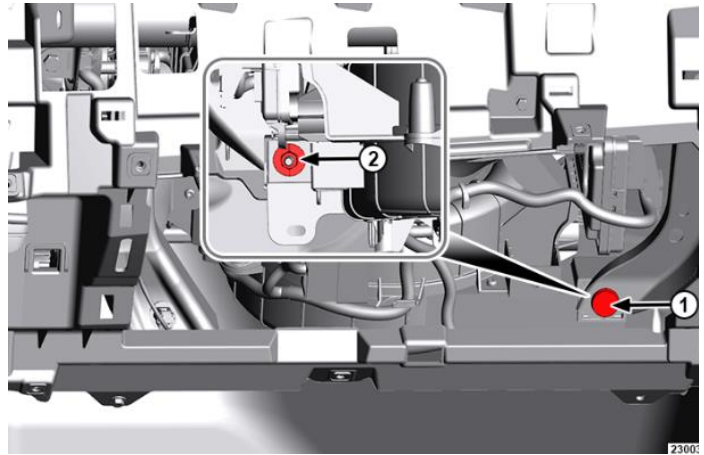


Figure 12 – HVAC to I/P Stud and Nut

- 29. Remove the bolts along the top of the instrument panel (Figure 13).

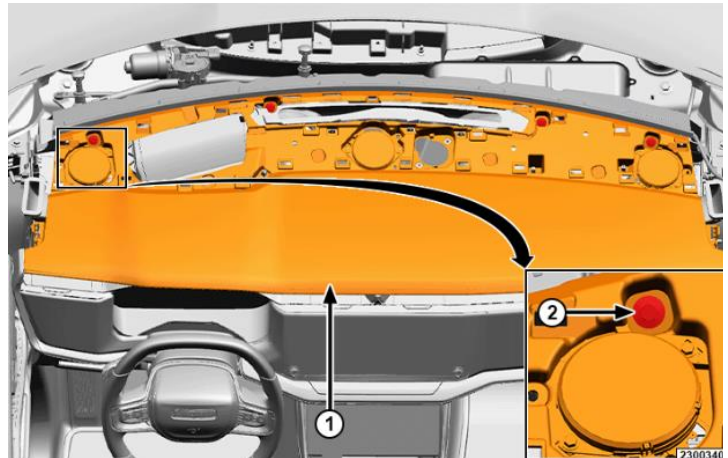


Figure 13 – Plenum to Dashboard Bolts

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30. Remove the Occupant Restraint Control (ORC) ground nut (3) (Figure 14).
31. Disconnect the ORC wire harness connector (1) and disengage the connector from the vehicle (Figure 14).

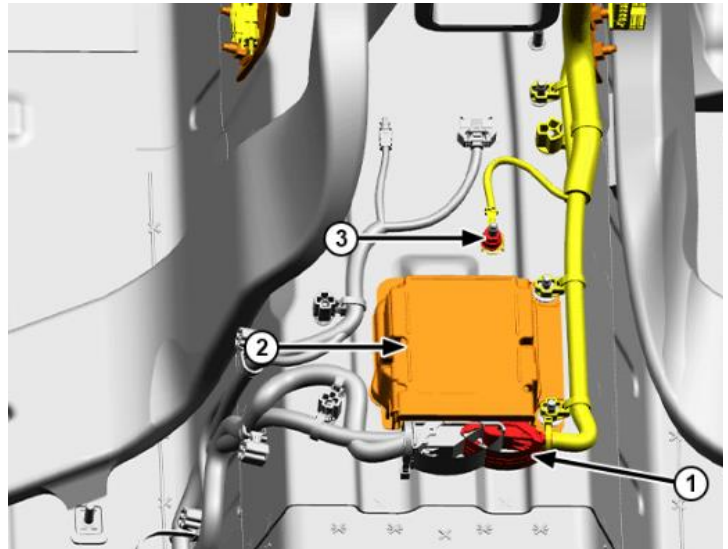


Figure 14 – ORC, Harness and Ground Nut

32. Position the carpet aside and remove the tunnel bracket nuts (1) (Figure 15).
33. Remove the center instrument panel to HVAC bolts (3) (Figure 15).

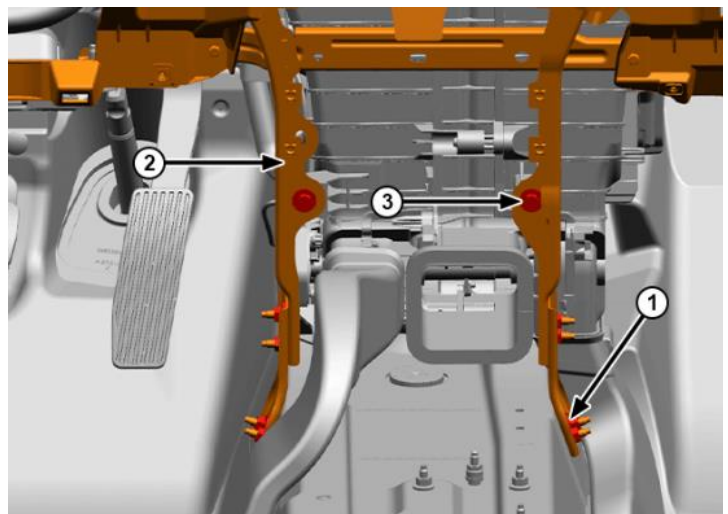


Figure 15 – CCB to Tunnel Bracket Nuts

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- 34. Remove the fasteners (2) from the radio (1) (Figure 16).
- 35. Disconnect the wire harness connectors from the radio and remove it from the vehicle.

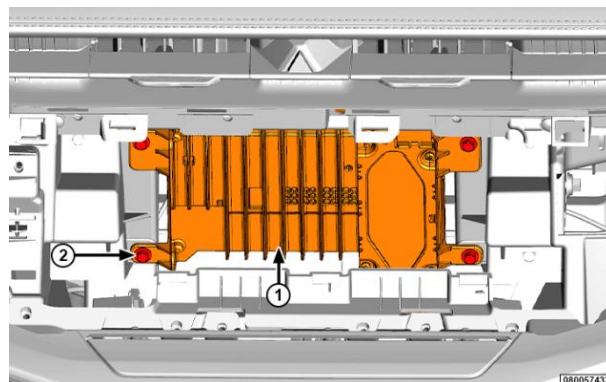


Figure 16 – Radio Fasteners

- 36. Working in the radio opening, disconnect the air outlet wire harness connectors (Figure 17).

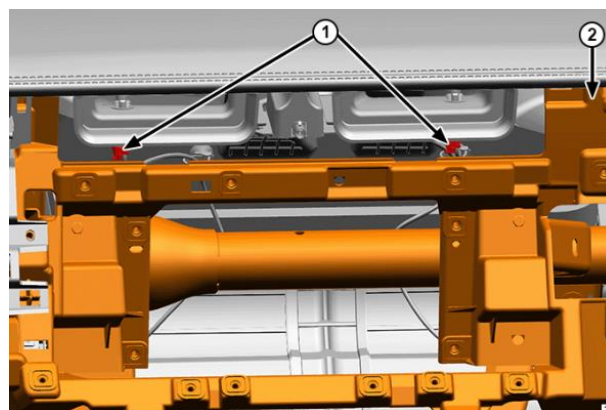


Figure 17 – Air Outlet Wire Harness Connectors

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37. With the help of an assistant, lift the instrument panel carrier away from the cowl panel. Verify all of the wire harness retainers are disconnected from the HVAC housing and remove the instrument panel carrier from the vehicle (Figure 18).

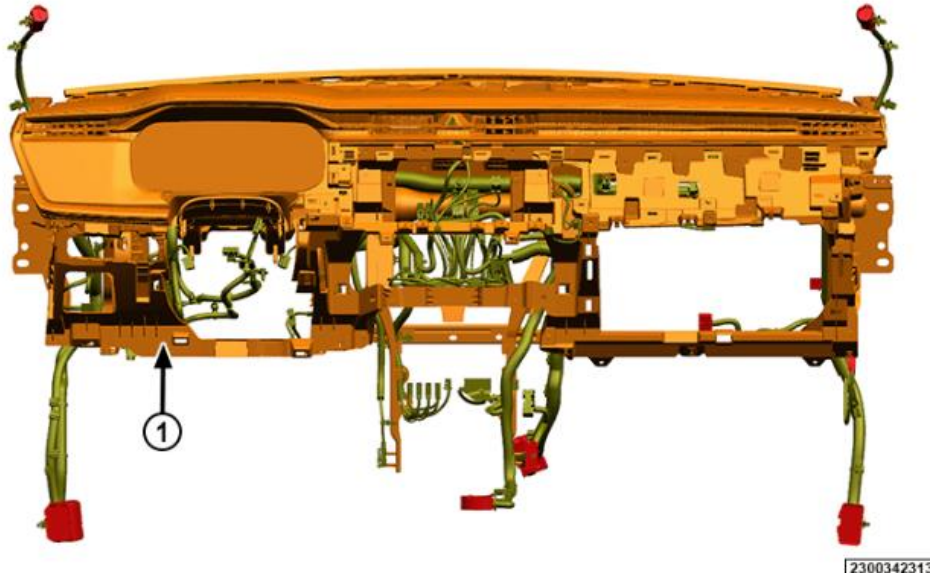


Figure 18 – Instrument Panel

NOTE: To aid in installation, use tape to mark and identify wire harness connectors. Take photos or notes on how the harness ends are routed on and through the instrument panel. A paint pen can also be used to mark fastener locations.

38. Remove the carrier from the retainer, remove the instrument panel retainer. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body/Instrument Panel/RETAINER, Instrument Panel/Removal and Installation.

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39. Disengage the wire harness retainers and remove the wire harness from the instrument panel carrier (Figure 19).
40. Discard the old instrument panel carrier (cross car beam) (Figure 19).

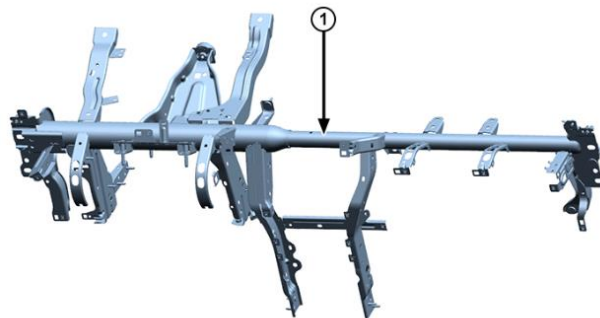


Figure 19 – Instrument Panel Carrier

B. Instrument Panel Installation

1. Compare the new and old beams, and transfer clips as needed. Transfer the foam gasket for the single CCB to instrument panel bolt.
2. Transfer the wiring harness to the new instrument panel carrier, carefully checking harness attachment points and routing (Figure 19).
3. Transfer all modules and tighten fasteners to specifications. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body / Instrument Panel / PANEL, Instrument / Removal and Installation.

NOTE: Do not overtighten the ground connection fasteners.

4. Install the carrier to the retainer. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body/Instrument Panel/RETAINER, Instrument Panel/Removal and Installation.
5. With the help of an assistant, position the instrument panel in the vehicle and install the left and right side guide pins to the sides of the cowl panel. Verify the routing of the wire harness to ensure that it does not get pinched (Figure 18).
6. Working in the radio opening, connect the air outlet wire harness connectors (Figure 17).
7. Connect the wire harness connectors to the radio.
8. Install and securely tighten the fasteners to the radio.
9. Position the carpet aside and install the tunnel bracket nuts (1) and tighten to 9 N·m (80 in. lbs.) (Figure 15).
10. Install the center instrument panel to HVAC bolts (3) and tighten to 8 N·m (71 in. lbs.) (Figure 15).
11. Connect the Occupant Restraint Control (ORC) wire harness connector (1) and engage the connector to the vehicle (Figure 14).
12. Install the ORC ground nut (3) and tighten to 12 N·m (9 ft. lbs.) (Figure 14).
13. Install the bolts along the top of the instrument panel and tighten to 25 N·m (18 ft. lbs.) (Figure 13).
14. Install the defroster grille. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body/Instrument Panel/GRILLE, Defroster/Removal and Installation.
15. Working in the glove box opening, install the nut on the stud and tighten to 8 N·m (71 in. lbs.) (Figure 12).
16. Install the CCB to right side cowl bolts and tighten to 23 N·m (17 ft. lbs.), and the side fastener to 8 N·m (71 in. lbs.) (Figure 7).
17. Install the instrument panel to HVAC bolt through the glove box opening and tighten to 8 N·m (71 in. lbs.) (Figure 11).
18. Position the carpet aside on the passenger side and connect the wire harness connectors (Figure 10).

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19. Install the glove box assembly. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body/Instrument Panel/GLOVE BOX, Instrument Panel/Removal and Installation.
20. Install the right A-pillar extended trim panel (Figure 5).
21. Remove the right cowl trim panel. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body/Interior/PANELS/Removal and Installation.
22. Engage the wire harness fastener and connect the wire harness connector at the right A-pillar (Figure 2).
23. Install the right A-Pillar trim panel. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body/Interior/PANELS/Removal and Installation.
24. Working in the steering column opening, install nut on the stud and tighten to 8 N·m (71 in. lbs.) (Figure 9).
25. Install and securely tighten the fastener securing the front left floor air duct and install the front left floor air duct to the vehicle (Figure 8).
26. Install the CCB to right side cowl bolts and tighten to 23 N·m (17 ft. lbs.), and the side fastener to 8 N·m (71 in. lbs.) (Figure 7).
27. Position the carpet aside on the driver side and connect the wire harness connectors (Figure 6).
28. Install the left A-pillar extended trim panel (Figure 5).
29. Install the left upper end cap from the instrument panel (Figure 4).
30. Install the steering column. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 19 - Steering/COLUMN/Removal and Installation.
31. Install the driver knee blocker air bag. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 10 - Restraints/AIR BAG/Removal and Installation.
32. Install the left cowl trim panel. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body/Interior/PANELS/Removal and Installation.
33. Engage the wire harness fastener and connect the wire harness connector at the left A-pillar (Figure 2).
34. Install the left A-Pillar trim panel. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body/Interior/PANELS/Removal and Installation.
35. Install the floor console. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body/Interior/CONSOLE, Floor/Removal and Installation.
36. Install the cross beam to instrument panel bolt and tighten to 25 N·m (18 ft. lbs.).
37. Install the cowl panel cover. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body/Exterior/COVER, Cowl Panel/Removal and Installation.

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38. Connect the negative battery cable(s). Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 08 - Electrical/Battery System/Standard Procedure.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

71C/NHTSA 25V-575

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Jeep® / Dodge / 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 71C.

IMPORTANT SAFETY RECALL

Instrument Panel Cross Car Beam

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 certain [2025 Model Year (KM) Jeep® Wagoneer S] vehicles fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 208 – Occupant Crash Protection.

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 instrument panel in your vehicle ^[1] may have been built with an incorrect cross car beam. **An incorrect cross car beam may compromise intended load distribution or energy management performance, which can increase the risk of injury in certain crashes.**

The condition above fails to comply with FMVSS No. 571.208 which specifies certain occupant protection performance in specified testing conditions. Suspect vehicles built with the incorrect cross car beam may not meet these requirements.

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 replace the instrument panel cross car beam. The estimated repair time is 5 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. 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, JEEP®, DODGE 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.