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Communication

Title	R57 Jeep Cherokee Air Conditioning Hose		
	Start Date: 11/17/2015 12:05 AM	End Date	12/18/2015 11:55 PM
	Note: All times are EST		
Flagged for Reporting Agency			
Message	Service and Parts Managers. Please see attached important message regarding R57 Jeep Cherokee Air Conditioning Hose. If you have any questions please contact MoparDmail@fcagroup.com		
Attachments	R57 Dealer Communication.pdf		

File Attachment Information

File Size (MB)	File Name
0.24	R57 Dealer Communication.pdf



November 2015

TO: ALL U.S. FCA DEALERSHIPS

ATTN: DEALER PRINCIPAL, SERVICE MANAGER & PARTS MANAGER

SUBJECT: R57 Jeep Cherokee Air Conditioning Hose

In an effort to provide enhanced support and communication for open campaigns, FCA and Mopar ask that you read this important announcement regarding the R57 Jeep Cherokee Air Conditioning Hose recall.

R57 Jeep Cherokee Air Conditioning Hose Overview

FCA US LLC announced a safety recall on certain 2015 (KL) Jeep Cherokees. Dealer notification has been posted in DealerConnect. A select number of the above vehicles equipped with a 2.4L engine (sales code ED6 or ED8) may have a misrouted Air Conditioning (A/C) hose. An improperly routed A/C hose may come in contact with the engine exhaust manifold. Prolonged A/C hose contact with the engine exhaust manifold may result in a leak of the A/C refrigerant and/or A/C refrigerant oil. A/C refrigerant oil on a hot exhaust manifold could result in underhood smoke and/or an engine compartment fire.

FCA will conduct a voluntary safety recall on all affected vehicles to inspect A/C hose routing on all involved vehicles. Vehicles found with a misrouted A/C hose will have the hose replaced.

R57 Parts Availability and Instructions

Part # 68103259AE (Hose, Air Conditioning) and 68157533AA (Seal, Refrigerant Line)

- It is expected that less than 1,000 vehicles globally will require replacement of the above A/C hose and seal.
- Dealers will NOT receive automatic allocation of these parts through Campaign ARO and should NOT order this part unless vehicle is known to have an actual need due to confirmation of misrouting of the A/C hose.
- As this part will not be required for most vehicles, this part will be non-returnable to protect stock for vehicles with a mis-routed hose.

Part# 52014775AB (Condenser, Air Conditioning)

- It is expected that less than a few hundred vehicles globally will require replacement of the above A/C condenser.
- Dealers will NOT receive automatic allocation of these parts through Campaign ARO and should NOT order this part unless vehicle is known to have an actual need due to confirmation of both misrouting of the A/C hose and loss of refrigerant.
- As this part will not be required for most vehicles, this part will be non-returnable to protect stock for vehicles with a mis-routed hose and loss of refrigerant.

This policy change takes effect as of 11-17-15 to help ensure customers requiring an A/C hose and/or condenser can be serviced. These programs for reference are Return Allowance, Guaranteed Returns, and Dealer Generated Returns

Fleet Recall Parts Ordering Requests

To assist in servicing fleet customers, a process is available to help secure additional campaign parts without impacting dealer stock reserved for retail customers.