



November 2019

Dealer Service Instructions for:

## **Customer Satisfaction Notification VA5 Spray-In Bedliner**

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### **Remedy Available**

**2020 (JT) Jeep® Gladiator**

*NOTE: Some vehicles above may have been identified as not involved in this campaign and therefore have been excluded from this campaign.*

**IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory.** Dealers should also consider this requirement to apply to used vehicle inventory and should perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### **Subject**

The spray-in bedliner on about 35 of the above vehicles may have inadvertently been left off the vehicle.

## **Repair**

The vehicle will be sent to a LINE-X dealer for installation of a LINE-X Premium spray-in bedliner. LINE-X is the only supplier of bedliner material authorized by FCA US LLC to properly remedy the vehicles in this campaign.

## **Alternate Transportation**

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that installation of a spray-in bedliner is required. The LINE-X process takes approximately 24 hours to complete.

## **Parts Information**

No parts are required to perform this service procedure.

## **Parts Return**

No parts return required for this campaign.

## **Special Tools**

No special tools are required to perform this service procedure.

## **Service Procedure**

Dealers will sublet the installation of a LINE-X Premium spray-in bedliner to their nearest LINE-X dealer. FCA has determined that the LINE-X Premium product meets FCA standards for materials and spray thickness.

**Note: The Premium LINE-X product is the only one approved by FCA, regardless of other products that LINE-X offers.**

The dealer will coordinate the installation date with the vehicle owner and LINE-X dealer. The installation will take 24 hours, and alternate transportation for the vehicle owner should be provided. If the distance to the nearest LINE-X dealer is beyond what the FCA dealer can reasonably provide transportation for, the vehicle may be towed.

<b>Completion Reporting and Reimbursement</b>
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Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. The sublet LOPs require copies of receipts attached to the claim. Once submitted, the claims will be manually reviewed, and authorized amounts paid.

Claims paid will be used by FCA to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	<b><u>Labor Operation Number</u></b>	<b><u>Time Allowance</u></b>
Installation of LINE-X Premium spray-in bedliner	23-VA-51-82	0.0 hours
Sublet Process Allowance	85-33-33-33	0.3 hours

<b><u>Sublet Operations</u></b>	<b><u>Labor Operation Number</u></b>	<b><u>Dollar Allowance Up to:</u></b>
Sublet to LINE-X for Premium spray-in bedliner - labor and materials	95-23-86-50	\$400.00
Towing allowance	95-23-86-51	\$1000.00

**NOTE:** See the Warranty Administration Manual, Recall Claim Processing Section, for complete 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 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 campaign launch, those with a phone number, city, zip code, or VIN sequence.

**Dealers should 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.

*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 notification 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 Service / Field Operations  
FCA US LLC

This notice applies to your vehicle.

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

VA5

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.

**DEALERSHIP INSTRUCTIONS**

Please reference CSN VA5.

# CUSTOMER SATISFACTION NOTIFICATION

## Spray-In Bedliner

Dear [Name],

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle <sup>[1]</sup>. This will be done at no charge to you.

We are recommending the following improvements be performed on certain 2020 Jeep Gladiator vehicles with sales code XMF, Spray-In Bedliner on the Monroney label (window sticker).

### WHY DOES MY VEHICLE NEED REPAIRS?

The optional spray-in bedliner was omitted during production. This can cause increased wear on bed surfaces.

### HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will install a spray-in bedliner. The estimated repair time is one day. 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>[2]</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 repair performed.

We apologize for any inconvenience, but are sincerely concerned about your satisfaction. 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] 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.