



March 2020

Dealer Service Instructions for:

Customer Satisfaction Notification V88 Rear Quarter Windows

Remedy Available

2018 - 2020 (JL) Jeep® Wrangler

NOTE: This campaign applies only to the above vehicles equipped with a Soft Top (Sales Codes STA/STB/STC), Dual Top (Sales Codes ST1/ST2/ST3) or Hard Top (Sales Code ST8).

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 rear quarter windows vertical retainer on about 348,655 of the above vehicles may not be properly installed to the door rail by the customer after removal. This condition may cause the soft top rear quarter window panels to separate from the vehicle while driving at highway speeds.

Repair

FCA will mail all vehicles owners with a hard top an addendum card, owners with of soft top vehicles an addendum card and updated tip card. These documents show the detailed quarter window installation directions.

Parts Information

No parts are required to perform this service procedure.

Process Steps to obtain Additional Addendum Card(s) and Tip Card(s)

1. Access the “**DealerCONNECT**” website.
2. Select the “**Recalls**” link in Recall Central of DealerCONNECT.
3. Locate the campaign number V88 in “**Addendum Cards**” section.
4. Select and click on the campaign number open and print the cards.
5. Review the addendum card with customer and place the card(s) in the vehicles glove box.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Insert the addendum card and/or the TIP card into the vehicles glove box.
2. Return the vehicle to the customer.

Completion Reporting and 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 Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Inspect vehicle glove box for updated addendum card and /or TIP card	23-V8-81-03	0.0 hours

Special Service Operation

Flat Fee for inserting addendum card and/or TIP card completion	95233054	\$5.00
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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

V88

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 V88.

CUSTOMER SATISFACTION NOTIFICATION

Rear Quarter Windows

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 ^[1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2018 through 2020 Model Year (JL) Jeep® Wrangler] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The rear quarter windows vertical retainer on your vehicle may not be properly installed to the door rail after removal. This condition may cause the soft top rear quarter window panels to separate from the vehicle while driving at highway speeds.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION

FCA will mail all vehicle owners with a hard top an addendum card, owners with soft top vehicles an addendum and updated tip card. These documents show the detailed quarter window installation directions. We ask that you insert these documents into your Owner's Manual.

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. ^[2] 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.