



April 2020

Dealer Service Instructions for:

Customer Satisfaction Notification W29 Incorrect Tires

Remedy Available

2019 (BV) Jeep® Renegade Latitude

NOTE: This campaign applies only to the above vehicles inadvertently equipped with 3-Season tires.

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 3-Season tires on about 750 of the above vehicles should be All-Season tires as stated on the Monroney label. The performance characteristics of 3-Season tires can be different than of All-Season tires, depending on temperature and driving conditions.

Repair

Replace all Bridgestone 3-Season tires with Goodyear All Season tires. Drill holes in the sidewall of the 3-Season tires once replacement is complete.

Parts Information

<u>Part Number</u>	<u>Quantity</u>	<u>Description</u>
Y109086382	4	225/55R18 Goodyear All Season tires

NOTE: Vehicles equipped with trailer tow package (sales code AAR) will require 1 additional tire in order to replace the full size spare tire.

Call Mopar Tire Works at **888-403-8473** or go to **DealerCONNECT / Parts Tab / Tire Order Entry** and then follow the screen prompts. Have the following information available:

- **Dealer Code**
- **Vehicle Model and Model Year**
- **Tire Make, Model and Size**

Parts Return

No parts return required for this campaign.

Drill holes in the sidewall of the 3-Season tires once replacement is complete.

Special Tools

The following special tools are required to perform this repair:

- NPN Tire Changer
- NPN Tire Blancer
- NPN Drill and Drill Bit larger than 1/4 inch

Inspection Procedure

1. Inspect all four tires to determine if they are Bridgestone 3-Season tires.
2. If vehicle is equipped with trailer tow package (sales code AAR), inspect the full size spare tire to determine if it is a Bridgestone 3-Season tire.
3. In steps 1 and 2, are any of the tires inspected Bridgestone 3-Season tires?
 - **Yes:** Proceed with the Service Procedure to replace the Bridgestone 3-Season tires
 - **No:** If the customer has already replaced the Bridgestone 3-Season tires with some other type of tire, consult with the customer to determine if they still have the Bridgestone 3-Season in their possession and would like to exchange them for Goodyear All Season tires to be installed on their vehicle. If not, claim the inspection LOP to close the CSN.

Service Procedure

1. Remove and replace all four tires and balance the tires.
2. If vehicle is equipped with trailer tow package (sales code AAR), remove and replace the full size spare tire and balance the spare tire.
3. Drill holes larger than 1/4 inch in the sidewall of the 3-Season tires once replacement is complete.

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 one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect for Bridgestone 3-Season Tires	22-W2-91-81	0.2 hours
Inspect/Replace Mount and Balance 4 Tires	22-W2-91-82	1.4 hours
Inspect/Replace Mount and Balance 5 tires (Includes Full Size Spare – ONLY vehicles equipped with sales code AAR)	22-W2-91-83	1.7 hours

Add the cost of the parts package plus applicable dealer allowance to your claim.

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

W29

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 W29.

CUSTOMER SATISFACTION NOTIFICATION

Incorrect Tires

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 [2019 Model Year (BV) Jeep® Renegade] Latitude vehicles inadvertently equipped with 3-Season tires.

WHY DOES MY VEHICLE NEED REPAIRS?

Your vehicle was equipped from the factory with 3-Season tires instead of All-Season tires, as stated on the Monroney label. The performance characteristics of 3-Season tires can be different than of All-Season tires, depending on temperature and driving conditions.

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 replace all four Bridgestone 3-Season tires with Goodyear All-Season tires. The estimated repair time is two 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. 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. ^[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.