MANAGING RECALLS AND CUSTOMER EXPECTATIONS:

Press Releases and Customer Communications

Estimated Timing for Remedies and Owner Notifications

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Recall/Action | Population
--- | ---
 | 2005 – 2009 (DH) Dodge Ram 2500
 | 2006 – 2009 (D1) Dodge Ram 3500
 | 2007 – 2009 (DC) Dodge Ram 3500 Cab Chassis
 | 2008 – 2010 (DM) Dodge Ram 4500/5500 Cab Chassis
 | 2004 – 2008 (HB) Dodge Durango
 | 2007 – 2008 (HG) Chrysler Aspen
 | 2005 – 2011 (ND) Dodge Dakota

**CUSTOMER VERBIAGE**

“FCA US LLC has identified which vehicles will be affected by expansions of ongoing voluntary recalls to replace certain air-bag inflators produced by Takata Corporation.”

“The driver airbag inflator housing in your vehicle may rupture, due to excessive internal pressure, during normal airbag deployment events. This condition is more likely to occur if your vehicle has been exposed to high levels of absolute humidity for extended periods of time. An inflator rupture, during airbag deployment events, could result in metal fragments striking and potentially seriously injuring the vehicle occupants.”

“This action supersedes ongoing NHTSA-approved recalls (P40, P81) involving the same vehicles. Inflators replaced in connection with the previous campaign(s) will again require service.”

Parts are available at all dealerships in the U.S. Final Owner Notification letters were sent to all affected owners, by mail, in April of 2016.

“FCA US is unaware of any related injuries or accidents involving the newly affected vehicles, and of only one injury related injury to the prior campaign(s). It involved a 2006 Dodge Charger and occurred in southern Florida, where there is high absolute humidity.”

“FCA US vehicles are no longer produced with either suspect inflator. These components also are distinct from Takata inflators cited in fatalities involving other auto makers.”

**ADDITIONAL INSTRUCTIONS & REFERENCE**

**Note:** FCA’s Recall Resolution Team is currently conducting a proactive customer outreach initiative to encourage owners to have this recall performed.
**Handling Customer Inquiries for Safety**

**Recall R26 - Passenger Airbag Inflator**

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<th>Recall/Action</th>
<th>Population</th>
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**CUSTOMER VERBIAGE**

“FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2003 model year Dodge Ram 1500/2500/3500 trucks.”

“The passenger airbag inflator housing in your vehicle may rupture, due to excessive internal pressure, during normal airbag deployment events. This condition is more likely to occur if your vehicle has been exposed to high levels of absolute humidity for extended periods of time. An inflator rupture, during airbag deployment events, could result in metal fragments striking and potentially seriously injuring the vehicle occupant(s).”

Affected owners were notified, by mail, beginning March 16th, 2016 in areas of High Absolute Humidity (HAH).” (Stage 1 below). Affected owners were notified, by mail, beginning May 26th, 2016 in remaining areas, non HAH region.” (Stage 2 below).

“The vehicles affected in this safety recall were previously part of Safety Recall P78. If a customer calls inquiring about a prior notice they may have received, advise them that Safety Recall R26 supersedes P78.”

“FCA US is unaware of any related injuries or accidents involving these affected vehicles, and of only one injury related injury to prior campaign(s). It involved a 2006 Dodge Charger and occurred in southern Florida, where there is high absolute humidity.”

“FCA US vehicles are no longer produced with either suspect inflator. These components also are distinct from Takata inflators cited in fatalities involving other auto makers.”

**ADDITIONAL INSTRUCTIONS & REFERENCE (UPDATED 10-4-17)**

Upon further investigation it was determined that approximately 50,000 vehicles included in the R26 mailings do not have defective passenger airbags. These vehicles have been excluded from this Safety Recall. Owner letters have been mailed to customers apologizing for the confusion.

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R26 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
**Customer Verbiage**

“FCA US LLC has identified which vehicles will be affected by expansions of ongoing voluntary recalls to replace certain air-bag inflators produced by Takata Corporation.”

“The driver airbag inflator housing in your vehicle may rupture, due to excessive internal pressure, during normal airbag deployment events. This condition is more likely to occur if your vehicle has been exposed to high levels of absolute humidity for extended periods of time. An inflator rupture, during airbag deployment events, could result in metal fragments striking and potentially seriously injuring the vehicle occupants.”

Parts are available at all dealerships in the U.S. Final Owner Notification letters were sent to all affected owners, by mail, beginning November 17, 2015.

“FCA US is unaware of any related injuries or accidents involving the newly affected vehicles, and of only one injury related injury to the prior campaign(s). It involved a 2006 Dodge Charger and occurred in southern Florida, where there is high absolute humidity.”

“FCA US vehicles are no longer produced with either suspect inflator. These components also are distinct from Takata inflators cited in fatalities involving other auto makers.”

**Additional Instructions & Reference**

Note: FCA's Recall Resolution Team is currently conducting a proactive customer outreach initiative to encourage owners to have this recall performed.

Note: Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R37 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
Recall/Action | Population
---|---

**Custom Verbiage**

“FCA US LLC has identified which vehicles will be affected by expansions of ongoing voluntary recalls to replace certain air-bag inflators produced by Takata Corporation.”

“The passenger airbag inflator housing in your vehicle may rupture, due to excessive internal pressure, during normal airbag deployment events. This condition is more likely to occur if your vehicle has been exposed to high levels of absolute humidity for extended periods of time. An inflator rupture, during airbag deployment events, could result in metal fragments striking and potentially seriously injuring the vehicle occupants.”

Parts are available at all dealerships in the U.S. Final Owner Notification letters were sent to all affected owners, by mail, beginning October 21, 2016.

“FCA US vehicles are no longer produced with the suspect inflator. These components also are distinct from Takata inflators cited in fatalities involving other auto makers.”

**Additional Instructions & Reference (updated 10-4-17)**

All 2009 Dodge Sprinter (VB), US vehicles ONLY, have been removed from Safety Recall S43 and added to Safety Recall R49. This will not affect Dodge Sprinter vehicles which already have had Safety Recall S43 performed. The owners of completed Safety Recall S43 repairs will not be notified of this change. Refer to Warranty Bulletin D-17-20 and revised Dealer Service Instructions for Safety Recalls R49 and S43.

**Note:** FCA’s Recall Resolution Team is currently conducting a proactive customer outreach initiative to encourage owners to have this recall performed.
Recall/Action | Population
---|---
Safety Recall R60 – Occupant Restraint Control (ORC) Modules | 2003 (KJ) Jeep Liberty
| 2004 (WJ) Jeep Grand Cherokee

**CUSTOMER VERBIAGE**

“FCA US LLC is voluntarily recalling 284,089 older-model SUVs in the United States to replace their Occupant Restraint Control (ORC) modules and/or side-impact sensors. This recall is an expansion of previously-announced Safety Recall R06, which also involves the Occupant Restraint Module (ORC) Module.”

“The recall is limited to certain model-year 2003 Jeep Liberty SUVs and 2004 Jeep Grand Cherokees. Vehicles affected in other markets are an estimated 13,411 in Canada, 6,277 in Mexico and 48,212 outside the NAFTA region.”

*Within this vehicle population, FCA US became aware of seven injuries caused by inadvertent air-bag deployments and advised NHTSA accordingly. The affected vehicles are NOT equipped with Takata airbags. The Company is unaware of any related accidents.*

Affected owners were sent Owner Notification Letters, by mail, beginning May 5th, 2016.”

**ADDITIONAL INSTRUCTIONS & REFERENCE**

*Note: Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R60 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*
FCA US LLC is conducting a voluntary safety recall to replace the Occupant Restraint Control (ORC) Module in an estimated 112,001 older-model crossover vehicles and minivans in the U.S.

“ORC Modules help manage the function of supplementary restraint systems, such as airbags. An investigation of only two incidents involving inadvertent deployment led FCA to discover a certain population is subject to unlimited moisture exposure, which may cause inadvertent air-bag deployment or a warning-light illumination. Either of these conditions could increase the risk of a crash and/or injury to front seat vehicle occupants. Of the two potential outcomes, warning-light illumination is the more likely. None of the affected vehicles are equipped with ammonium-nitrate inflators.”

FCA is aware of only seven potentially related injuries - all minor - but no related accidents.

A remedy is currently available to perform recall repairs on all involved models. Affected owners were sent final Owner Notification letters, by mail, beginning December 6th, 2016.

Note: Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding S07 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
Recall/Action | Population
--- | ---

**CUSTOMER VERBIAGE**

“FCA US LLC ("FCA US") announced a safety recall on 2007 through 2009 model year (VB) Dodge Sprinter vehicles.”

“Some of the above vehicles may have been built with a driver airbag inflator that may rupture when deploying during a crash. The potential for such ruptures may occur in some of the subject airbag inflators after several years of exposure to persistent conditions of high absolute humidity. In the event of a driver airbag inflator rupture, metal fragments could pass through the airbag cushion material, which may result in additional injury or death to vehicle occupants.”

“The driver airbag module must be replaced on all vehicles. Certain 2007 and 2008 MY vehicles will also require a steering wheel replacement.”

A remedy is currently available to perform recall repairs on all involved models. Affected owners were sent final Owner Notification letters in one of two phases, by mail, beginning April 3rd, 2017 and completed by May 1st, 2017.

**ADDITIONAL INSTRUCTIONS & REFERENCE**

Sprinter recall repairs DO NOT require a lift or specific BusinessLink Dealer specifications and may be performed by a non-BusinessLink dealership. BusinessLink requirements only apply to the full-size Ram ProMaster (VF).

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding S14 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2007 through 2008 model year Chrysler Crossfire vehicles. FCA US LLC will conduct a voluntary safety recall.

“Some of the above vehicles may have been built with a driver airbag inflator that may rupture when deploying during a crash. The potential for such ruptures may occur in some of the subject airbag inflators after several years of exposure to persistent conditions of high absolute humidity. In the event of a driver airbag inflator rupture, metal fragments could pass through the airbag cushion material, which may result in additional injury or death to vehicle occupants.”

A remedy is currently available to perform recall repairs on all involved models. Affected owners were sent final Owner Notification letters, by mail, beginning February 8th, 2017.

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding S15 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
### CUSTOMER VERBIAGE

FCA US LLC is voluntarily recalling an estimated 392,464 older-model SUVs in the U.S. to replace their clockspring assemblies and related components.

“Located in a vehicle’s steering wheel, a clockspring forms part of the circuit that helps control airbag function. An investigation by FCA US determined **excessive exposure to dust and dirt – consistent with extensive off-road driving or driving with a vehicle’s top and/or doors removed** – may compromise the clockspring and eventually prevent driver-side airbag deployment in a crash. If this condition is present, the airbag warning-lamp will be illuminated.”

**The Company is unaware any potentially related injuries or accidents.**

“An additional 7,435 model-year 2011-2016 vehicles equipped with right-hand drive for special duty also are affected in the U.S.” *(Safety Recall S40)*

A remedy is currently available to perform recall repairs on all involved models. Affected owners were sent final Owner Notification letters, by mail, beginning December 12th, 2016.

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding S33 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
CUSTOMER VERBIAGE

FCA US LLC is voluntarily recalling an estimated 4.3 million older-model vehicles in the U.S. to replace their front-passenger air-bag inflators.

“This action follows a defect filing by supplier Takata Corp., which advised the National Highway Traffic Safety Administration (NHTSA) that the inflators use ammonium nitrate as a propellant, without benefit of a chemical drying agent. Prolonged exposure to high absolute humidity and high temperatures may cause this propellant to degrade. Activation of degraded non-desiccated ammonium nitrate may cause an inflator rupture, possibly propelling fragments through the vehicle cabin.”

The Company is unaware of any injuries or accidents involving FCA US vehicles subject to this campaign; nor have there been any ruptures in nearly 6,300 exploratory tests of passenger-side inflators taken from FCA US vehicles registered in regions subject to high absolute humidity. These test vehicles also were representative of the oldest vehicles in this recall population (mostly model years 2004 and 2005), thus experiencing the longest exposure to potentially problematic environmental conditions.

“Citing exhaustive research, NHTSA has said the subject inflators "do not pose an unreasonable risk to safety under the Safety Act until they reach a certain level of propellant degradation." Such degradation is "a function of time, temperature cycling and environmental moisture.”

ADDITIONAL INSTRUCTIONS & REFERENCE (UPDATED 1-14-19)

(1/14/19) Special Note: Due to a recall processing issue, 194 vehicles that previously showed this recall as completed must now have the recall performed. Owners of these vehicles will receive an apology letter advising that they must return to their dealership for recall completion.
FCA US LLC is voluntarily recalling an estimated 1.4 million vehicles in the U.S. to resolve a condition that may prevent airbag and seat belt pre-tensioner deployment capability.

“The condition may occur when vehicles equipped with a particular occupant restraint control module and front impact sensor wiring of a specific design, are involved in certain collisions.”

“If all these factors are present, there may be an increased potential for occupant injury. This action was prompted by an FCA US analysis of certain field events and other vehicle data.”

The Company is aware of three fatalities and five injuries that may potentially be related to this condition.

FCA US no longer uses the occupant restraint controllers or wire routing design found in the affected vehicles.

A remedy is currently available to perform recall repairs on all involved models. Affected owners were sent final Owner Notification letters, by mail, beginning August 15th, 2017.

Note: Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding S61 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
Handling Customer Inquiries for Safety Recall
S76 – Front Impact Sensor Wires

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<th>Population</th>
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**CUSTOMER VERBIAGE**

FCA US LLC is voluntarily recalling an estimated 182,743 SUVs in the U.S. to replace wiring that may, in certain crash events, disconnect from the vehicles’ impact sensors.

“Impact sensors help determine when airbags and pretensioners should be activated. A wiring disconnect may prevent their deployment. “

“This campaign was prompted by a routine, in-house crash test.” FCA US is unaware of any related injuries, accidents, warranty claims or customer complaints.

The remedy is available to perform recall repairs on all involved vehicles. The existing front end module wire harness must be modified then routed and secured to a new location. Affected owners were sent final Owner Notification letters, by mail, beginning November 16th, 2016.

**ADDITIONAL INSTRUCTIONS & REFERENCE**

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding S61 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
FCA US LLC is recalling an estimated 86,403 older-model SUVs and trucks in the U.S., to replace certain driver- and passenger-side air bags.

“An FCA US review of two ongoing campaigns revealed these vehicles, virtually all of which are no longer in production and/or were assembled at plants since-closed, are equipped with Takata-supplied air-bag inflators that have been linked to a defect. These inflators may, following long-term exposure to certain climatic conditions, deploy improperly in a crash.”

“The climatic conditions include high absolute humidity; improper deployment is marked by excessive force, which may send debris into the vehicle cabin. FCA US is unaware of any such events – or related injuries, or accidents – involving these vehicles, or the particular inflators therein.”

“Replacement inflators for this campaign are sourced from an alternate supplier and, unlike other driver-side inflator recalls, they represent a permanent remedy to the defect.”

A remedy is currently available to perform recall repairs on all involved vehicles. Affected owners were sent final Owner Notification letters, by mail, beginning January 11th, 2017.

**Additional Instructions & Reference**

*Note:* Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding S92 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
CUSTOMER VERBIAGE

FCA US LLC is voluntarily recalling an estimated 1 million trucks in the U.S. to reprogram computer modules that help control restraint-system deployment in rollover situations.

“It’s an FCA US investigation identified a population of vehicles equipped with modules featuring certain types of sensors. If such a vehicle were subjected to a significant underbody impact, its module may erroneously conclude the sensor has failed and then activate an instrument-cluster warning light.”

“The error code associated with the warning may temporarily disable side air bag and seat belt pretensioner deployment for that ignition cycle, which would then be unavailable in the event of a vehicle rollover. (Deployment suppression is a feature of restraint systems. It serves as a potential safeguard against inadvertent system activation, should a sensor failure actually occur.) The Company is aware of one fatality, two injuries and two accidents that may be related.”

“If the warning light is illuminated, normal restraint-system function may be restored by turning the vehicle’s ignition to “off,” and then to “on/run.” Function restoration may be verified by the absence of a warning light.”

“However, FCA US urges affected customers to follow the instructions on their recall notices.”

A remedy is currently available to perform recall repairs on all involved vehicles. Affected owners were sent final Owner Notification letters, by mail, beginning June 26th, 2017.

ADDITIONAL INSTRUCTIONS & REFERENCE

Note: Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding T25 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.

**Pretensioners reduce seat belt slack during impacts, thereby reducing forward movement of the occupant’s head and torso.**
Recall/Action | Population  
--- | ---  
Safety Recall T33 – Steering Wheel Wiring | 2011 – 2012 (RT) Dodge Grand Caravan  

**CUSTOMER VERBIAGE**  
FCA US LLC is voluntarily recalling an estimated 209,135 older-model minivans in the U.S. to provide additional protection for certain wiring.

“An FCA US investigation led to the discovery of a condition that may lead to inadvertent deployment of the driver-side front air bag. Wiring may chafe against pieces of steering-wheel trim, potentially causing a short-circuit. This may lead to a second short-circuit that is potentially capable of producing inadvertent deployment of the driver-side front air bag.”

“FCA is aware of eight potentially related minor injuries, but no accidents.”

“Dealer service technicians will inspect and replace the wiring, as needed, while equipping it with additional protective covering.”

A remedy is currently available to perform recall repairs on all involved vehicles. Affected owners were sent Owner Notification letters, by mail, beginning August 9th, 2017.

**ADDITIONAL INSTRUCTIONS & REFERENCE**

*Note: Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding T33 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*
### CUSTOMER VERBIAGE

FCA US LLC is voluntarily recalling an estimated 442,214 U.S. vehicles to replace alternators.

“Certain alternators supplied to the Company may be subject to premature diode wear following frequent load cycling, at or near maximum amperage, in hot ambient temperatures.”

“The diode wear may cause illumination of an instrument-cluster warning light and/or the presence of a burning odor or smoke. Customers who observe these warning signs should contact their dealers; continued vehicle use may result in engine stall.”

“Premature component wear may also compromise function of a vehicle's anti-lock braking system (ABS) and/or electronic stability control (ESC). However, basic braking capability is unaffected.”

**FCA US is aware of two potentially related accidents, but no injuries.**

“The campaign is limited to vehicles equipped with electro-hydraulic power steering. Affected customers will be notified by first-class mail and advised when they may schedule service, which will be provided free of charge.”

**Parts are now available to perform recall repairs.** Affected owners were sent final Owner Notification letters, by mail, beginning on February 12th, 2018.

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding T36 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
FCA US LLC is voluntarily recalling an estimated 363,480 older-model crossover vehicles in the U.S. to provide additional protection for certain wiring that accommodates airbag functionality.

“An FCA US investigation has discovered the wiring may chafe against pieces of steering-wheel trim, potentially causing a short-circuit. This may lead to a second short-circuit that is potentially capable of generating inadvertent deployment of the driver-side front air bag.”

“Such an event may be preceded by an illuminated air-bag warning light, unintended wiper operation, inoperative switches, or some combination thereof. Customers who observe such indicators should contact their dealers.”

The Company is aware of five minor injuries that are potentially related, but no accidents.

Affected owners were sent Owner Notification letters, by mail, beginning on August 28th, 2017.

Note: Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding T47 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
FCA US LLC is voluntarily recalling an estimated 443,712 U.S. market heavy-duty trucks to inspect and replace, if necessary, their water pumps.

“Customer feedback prompted an FCA US investigation that discovered certain trucks are equipped with a water-pump bearing that, after exposure to certain conditions, may overheat and potentially cause an engine-compartment fire.”

FCA US is unaware of any related injuries or accidents. The Company no longer equips its vehicles with the subject water pump.

“Compromised water-pump function may activate a warning light in an affected vehicle's instrument cluster. Customers are urged to consult their dealers whenever they observe warning lights.”

“The recall is limited to trucks equipped with 6.7-liter engines.”

A remedy is available to perform recall repairs on ALL vehicles. Affected owners of 2013-2014 MY vehicles were mailed final Owner Notification letters beginning on February 26th, 2018. To help control the supply and allocation of parts availability, final Owner Notification letters for the remaining model years will mail on Aug 28th, 2018.

**ADDITIONAL INSTRUCTIONS & REFERENCE**

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding T51 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
Recall/Action | Population
---|---

**CUSTOMER VERBIAGE**

FCA US LLC is voluntarily recalling an estimated 414,134 older model vehicles in the U.S. to replace occupant restraint control modules.

“Following an inquiry by the U.S. National Highway Traffic Safety Administration, the company launched an investigation and discovered that a component common to the modules of certain vehicles may degrade after extensive vehicle use.

If this condition occurs, it may inhibit deployment of the vehicles’ active head restraints, which automatically move forward in certain rear impacts to help protect front-row occupants from whiplash injuries.”

“FCA is unaware of any related injuries or accidents.”

“The above condition may also illuminate an instrument-cluster warning light. Customers should contact their dealers whenever they observe a warning light.

Certain 2012 Jeep Liberty SUVs and 2012-13 Chrysler 200 and Dodge Avenger mid-size cars are subject to the recall.”

**JS Vehicles**

Affected owners were sent Owner Notification letters, by mail, beginning December 4th, 2017. VINs previously known to have been repaired under Safety Recall S61 have been removed from the original vehicle population.

**KK Vehicles**

Affected owners were sent Owner Notification letters, by mail, beginning March 9th, 2018.

**ADDITIONAL INSTRUCTIONS & REFERENCE**

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding T56 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
FCA US LLC is voluntarily recalling an estimated 1.66 million trucks in the U.S. to help prevent occupants from inadvertently moving the vehicles’ gear-shifters out of the “park” position.

An FCA US review of field data led to the discovery that Brake Transmission Shift Interlock (BTSI) may not function properly if subject to specific (internal) high-temperature conditions for prolonged periods. The conditions are consistent with those that occur when there is protracted brake-pedal application while a vehicle is idling in park.

If BTSI becomes disabled, a vehicle’s shifter may be moved out of park without brake-pedal application, or the presence of a key in the ignition. In such circumstances, a vehicle may exhibit inadvertent movement - if its parking brake has not been set, as recommended in FCA US owners’ manuals.

(T79) Affected are certain 2010-2017 Ram 2500 and 3500 pickups; 2011-2017 Ram 3500, 4500 and 5500 chassis cabs; 2016-2017 Ram 3500 chassis cabs with a Gross Vehicle Weight Rating (GVWR) of less than 10,000 lbs. Certain 2009-2017 Ram 1500 pickups are also included in the campaign, but heavy-duty trucks represent the majority of affected vehicles.

(U11) Affected are certain 2017-2018 Ram 2500 and 3500 pickups, and certain 2017-2018 Ram 3500, 4500 and 5500 chassis cabs; 2017-2018 Ram 3500 chassis cabs with a Gross Vehicle Weight Rating (GVWR) of less than 10,000 lbs. Certain 2017-2018 Ram 1500 pickups are also included in the campaign, but heavy-duty trucks represent the majority of affected vehicles.

A remedy is currently available to perform recall repairs on All vehicles affected by both T79 and U11.

Additional Instructions & Reference

Note: Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding T79 and U11 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-866-220-6747.
Recall/Action | Population
--- | ---
Safety Recall U03 – Passenger Airbag Inflator | 2009 (DH) Dodge Ram 2500
2009 (D1) Dodge Ram 3500
2009 – 2010 (DC) Dodge Ram 3500 Cab Chassis
2009 – 2010 (DM) Dodge Ram 4500/5500
2009 – 2011 (ND) Dodge Dakota
2009 (HB) Dodge Durango
2009 (HG) Chrysler Aspen
2009 – 2013 (JK) Jeep Wrangler
2009 – 2013 (LC) Dodge Challenger
2009 – 2010 (LX) Dodge Charger
2009 – 2013 (LX) Chrysler 300, 300C
2011 – 2013 (LD) Dodge Charger

**CUSTOMER VERBIAGE**

FCA US LLC is voluntarily recalling an estimated 317,000 older-model vehicles in the U.S. to replace their front-passenger air-bag inflators.

“This action follows a defect filing by supplier Takata Corp., which advised the National Highway Traffic Safety Administration (NHTSA) that the inflators use ammonium nitrate as a propellant, without benefit of a chemical drying agent. Prolonged exposure to high absolute humidity and high temperatures may cause this propellant to degrade. Activation of degraded non-desiccated ammonium nitrate may cause an inflator rupture, possibly propelling fragments through the vehicle cabin.”

“The Company is unaware of any injuries or accidents involving FCA US vehicles subject to this campaign; nor have there been any ruptures in nearly 6,300 exploratory tests of passenger-side inflators taken from FCA US vehicles registered in regions subject to high absolute humidity.

“Citing exhaustive research, NHTSA has said the subject inflators "do not pose an unreasonable risk to safety under the Safety Act until they reach a certain level of propellant degradation." Such degradation is "a function of time, temperature cycling and environmental moisture.”

Affected owners for Safety Recall U03 were mailed Owner Notification letters, beginning on February 26th, 2018.

**ADDITIONAL INSTRUCTIONS & REFERENCE**

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding U03 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-866-220-6765.
Recall/Action | Population
---|---
Safety Recall U04 – Fuel Tank Frame Bracket | 2009 – 2012 (DS) Dodge Ram 1500

**CUSTOMER VERBIAGE**

FCA US LLC is voluntarily recalling an estimated 270,254 older-model trucks in the U.S. to reinforce a fuel tank bracket.

“A Company investigation has discovered a bracket in certain trucks may corrode and cause a vehicle's fuel tank to sag, though FCA US testing indicates the remaining structural components would help prevent separation.

**The Company is unaware of any related incidents of injury, accident, fire, fuel leak or separation of the tank, which is made of high-density polyethylene (HDPE).**

The recall is limited to vehicles operated in regions where road crews use salt to mitigate icy road conditions.

Affected are certain 2009-2012 Ram 1500 pickups that are, or have been, registered in the District of Columbia and the following 20 states, known colloquially as ‘the salt-belt’: Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Montana, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Wisconsin and West Virginia.

If the condition occurs in the interim, customers may hear a noise or observe a hanging fuel-tank strap or lowered fuel tank. In such cases, customers are advised to contact their dealers.”

**UPDATE:** A remedy is now available for all models. Owners of affected trucks (MY 2009) were mailed final Owner Letter notifications on May 3rd, 2018. Owners of affected trucks (MY 2010 – 2012) were mailed final Owner Letter notifications on June 14, 2018.

**ADDITIONAL INSTRUCTIONS & REFERENCE**

Though Safety Recall U04 will be a regionalized recall, ANY truck of the same make & model year may be repaired regardless of geographic location as long as it is displaying the symptoms outlined in the Service Instructions and pending a dealer inspection. The repair is reimbursable within the provisions of both Warranty & Goodwill as outlined in the Service Instructions.

Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding U04 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
Recall/Action | Population
---|---

CUSTOMER VERBIAGE

FCA US LLC is voluntarily recalling U.S.-market pickup trucks to upgrade their tailgate locking mechanisms. The power locking mechanisms in the tailgates of certain pickups may break over time. If this were to happen, the vehicle's tailgate may unlatch. FCA US is unaware of any related injuries or accidents.

“This recall affects certain Ram 1500, 2500 and 3500 pickups from model years 2015 through 2017. Trucks equipped with manual tailgate locks are excluded from the campaign, as are those with eight-foot cargo beds. The redesigned-for-2019 Ram 1500 also is unaffected. Its tailgate mechanism benefits from a new design that delivers enhanced functionality, such as lift-assist.

In the interim, FCA US reminds that all loose cargo should be secured while driving, as stated in the operating manuals of the affected vehicles.

Further, FCA US pickups offer alternate features to accommodate load security, such as tie-down rings, cleats, high-friction bed-liners, bulkhead dividers, and bed-extenders.”

Parts are now available to remedy ALL affected vehicles. FCA alerted vehicle owners, by mail, starting September 17, 2018.

ADDITIONAL INSTRUCTIONS & REFERENCE

Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding inquiries associated with this recall. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-866-220-6747.
Customer Verbiage

FCA US LLC is voluntarily recalling an estimated 1.4 million vehicles in the U.S. to replace their front-passenger air-bag inflators.

“This action follows a defect filing by supplier Takata Corp., which advised the National Highway Traffic Safety Administration (NHTSA) that the inflators use ammonium nitrate as a propellant, without benefit of a chemical drying agent. Prolonged exposure to high absolute humidity and high temperatures may cause this propellant to degrade. Activation of degraded non-desiccated ammonium nitrate may cause an inflator rupture, possibly propelling fragments through the vehicle cabin.”

The Company is unaware of any injuries or accidents involving FCA US vehicles subject to this campaign; nor have there been any ruptures in nearly 6,300 exploratory tests of passenger-side inflators taken from FCA US vehicles registered in regions subject to high absolute humidity.

“The company is unaware of any injuries or accidents involving FCA US vehicles subject to this campaign; nor have there been any ruptures in nearly 6,300 exploratory tests of passenger-side inflators taken from FCA US vehicles registered in regions subject to high absolute humidity.

“Citing exhaustive research, NHTSA has said the subject inflators "do not pose an unreasonable risk to safety under the Safety Act until they reach a certain level of propellant degradation." Such degradation is "a function of time, temperature cycling and environmental moisture.”

Parts are available to remedy ALL affected vehicles. FCA will alert vehicle owners, by mail, starting February 4, 2019.

Additional Instructions & Reference

Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding inquiries associated with this recall. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA/Takata Recall Information Center, 1-866-220-6765.
Recall/Action | Population  
---|---
Safety Recall V07 – Adjustable Brake Pedal | 2019 (DT) Ram 1500

**CUSTOMER VERBIAGE**

FCA US LLC is recalling an estimated 193,813 U.S.-market trucks to further secure their brake pedals while the vehicles’ adjustable-pedal feature is in use.

The feature – recommended for use only when the vehicle is stationary – enables a driver to adjust pedal position. It is activated by a switch and powered by an electric motor.

An FCA US investigation has discovered activating the feature to move pedals to their rear-most position may, in vehicles with the defect, compromise integrity of the brake-pedal assembly. If this were to happen, the brake pedal may detach.

FCA US is unaware of any related injuries or accidents, however, the Company urges customers affected by this recall to refrain from using the adjustable-pedal feature until their vehicles are serviced. Further, FCA US reminds customers not to use the adjustable-pedal feature while driving, as stated in their owner’s manuals.

This recall is limited to certain model-year 2019 Ram 1500 pickups equipped with adjustable pedals. More than one-third of these are in dealer hands and will be remedied before delivery to customers.

The 2019 Ram 1500 Classic is unaffected.

Parts are available to remedy ALL affected vehicles. FCA will alert vehicle owners, by mail, starting February 25th, 2019.

**ADDITIONAL INSTRUCTIONS & REFERENCE**

*Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding inquiries associated with this recall. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403*
<table>
<thead>
<tr>
<th>Recall/Action</th>
<th>Population</th>
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<tbody>
<tr>
<td>Safety Recall V06 – Drag Link</td>
<td>2014-2018 (DJ) Ram 2500</td>
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<tr>
<td></td>
<td>2013-2018 (D2) Ram 3500</td>
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<tr>
<td></td>
<td>2014-2018 (DD) Ram 3500 Cab Chassis</td>
</tr>
<tr>
<td></td>
<td>2016-2018 (DF) Ram 3500 10K LB. Cab Chassis</td>
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</tbody>
</table>

**CUSTOMER VERBIAGE**

FCA US LLC is recalling an estimated 573,876 heavy-duty trucks in the U.S. to address a potential steering-linkage issue.

An FCA US investigation discovered a specific steering-linkage configuration on certain vehicles may separate over time. If this were to occur, the driver may experience steering loss.

The Company is aware of one potentially related injury and eight potentially related accidents.

The recall population is limited to model-year 2013-2017 Ram 3500 pickups and model-year 2014-2017 Ram 2500 pickups and 3500 chassis cabs.

A remedy is now available for ALL trucks. FCA previously sent owner notification letters to owners of 2013 and 2017-2018 MY trucks.

FCA will alert 2014-2016 MY truck owners, by mail, starting April 19, 2019.

**ADDITIONAL INSTRUCTIONS & REFERENCE**

Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding inquiries associated with this recall. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-866-220-6747
### ARCHIVED DOCUMENTS

**MANAGING RECALLS AND CUSTOMER COMMUNICATION:**

- Press Release Communications
- Estimated Timing for Recall Release

### ARCHIVE TABLE OF CONTENTS

- **P41** Ignition Switch Performance
- **P57** Wireless Ignition Node (WIN) Module
- **R03** Wireless Ignition Node (WIN) Module
- **R06** Occupant Restraint Control (ORC) Module/Filter
- **R13** Clutch Interlock Switch
- **R27** Power Liftgate Control Module
- **R39** Body Control Module (KL)
- **R42** Body Control Module (PF)
- **R46** Front Suspension Track Bar Frame Bracket
- **R61** Anti-lock Brake (ABS) Module
- **R63** Brake Vacuum-Tube Assembly
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- **R67** Power Liftgate Control Module
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- **S55** 9 Speed Wire Harness Crimp
- **S83** Windshield Washer Pump
- **T33** Steering Wheel Wiring

Published & Updated 4/12/19
CUSTOMER VERBIAGE

“FCA has decided that a defect, which relates to motor vehicle safety, exists in 2005-07 Jeep Grand Cherokee and 2006-07 Jeep Commander vehicles.”

“These vehicles may experience an unintended change in ignition switch position while driving which may result in loss of engine power, power steering and braking assist, increasing the risk of a crash and disabling one or more of the vehicle’s safety features, including the frontal airbags.”

“Preliminary investigation suggests an outside force, usually attributed to contact with the driver's knee, may move ignition keys from the “On” position.”

“FCA is unaware of any related injuries. The company is aware of a single reported accident, and a relatively small number of complaints involving 0.015% of the subject vehicle population.”

“Parts to perform this recall repair are available. Affected owners were sent final notifications, by mail, in October 2015.”

“Until this repair is completed, the vehicle can be driven. In the meantime, it is very important that drivers adjust their seat to allow clearance between the driver’s knee and the ignition key, and remove all items from their key ring, leaving only the vehicle key.”

ADDITIONAL INSTRUCTIONS & REFERENCE

A Dealer Technical Advisory was released on 10/30/15 advising dealerships not to perform this recall on right-hand drive (RHD) vehicles until further notice. Presently there are no parts available to perform the recall on the above mentioned vehicles. FCA is working with suppliers to get these unique parts as quickly as possible.

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding P41 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
**Customer Verbiage**

“Some of the above vehicles may experience a Frequency Operated Button Ignition Key (FOBIK) that may stick between the “START” and “RUN” position. This may result in the loss of certain electrical features.”

“A FOBIK that is stuck between the “START” and “RUN” position while driving could experience an unintended change in ignition switch position to the “OFF” or “ACCESSORY” position. FOBIK ‘spring back’ to the “OFF” or “ACCESSORY” ignition position may result in the loss of certain electrical features and/or a loss of engine power, power steering assist, and/or power brake booster assist. The loss of any of these features could increase the risk of crash under certain driving conditions. FOBIK ‘spring back’ may also cause the disabling of one or more of the vehicle’s safety features, including the frontal airbags.”

“Parts to perform this recall repair are available. Affected owners were sent final notifications, by mail, in August 2015. “

“Until this repair is completed, the vehicle can be driven. It is very important that the driver verify that the FOBIK returns to the “RUN” position after starting the vehicle. As a supplementary precaution, customers are advised to detach their ignition keys from key rings and other keys.”

**Additional Instructions & Reference**

*Note:* If the vehicle is equipped with aftermarket equipment/upfits, such as a Mopar Aftermarket Remote Start kit, sales code XBM will be identified in VIP under “Dealer Installed Equipment”. For these vehicles, the recall repair part selected must include XBM as one of the supported sales codes, else the part installed will NOT provide the aftermarket functionality. Verify the correct pat number before installation.

*Note:* Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding P57 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
Customer Verbiage

“FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2009 and 2010 model year Dodge Journey vehicles, as well as certain 2008 through 2010 model year Dodge Grand Caravan and Chrysler Town & Country vehicles.”

“The Wireless Ignition Node (WIN) Module on these vehicles may have unintentional movement of the Frequency Operated Button Ignition Key, or FOBIK, from the “ON” to the “Accessory” position while driving. This could cause unintended engine shut off and increase the risk of a crash.”

“FCA will repair affected vehicles free of charge. To do this, a Chrysler, Jeep®, Dodge or RAM dealer will replace the WIN module and two FOBIKs. The work will take about one hour to complete.”

“Parts to perform this recall are available. Affected owners were sent final notifications, by mail, in May 2015.”

“Until this repair is completed, the vehicle can be driven. However, as a precaution, drivers are advised to remove all objects from the FOB key - including additional keys, key chains, etc. - and ensure that the FOB key is securely and correctly aligned in the “On” position, and not aligned between the “On” and “Accessory” position before driving the vehicle.”

Additional Instructions & Reference

Note: Safety Recall R03 replaces Safety Recall L25, and must be performed even if the L25 recall repair has been previously performed on an affected vehicle.

Note: Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R03 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
CUSTOMER VERBIAGE

“FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2002 and 2003 model year Jeep Liberty models; 2002 through 2004 model year Jeep Grand Cherokee models; and 2003 and 2004 model year Dodge Viper models.”

“The airbag system Occupant Restraint Control (ORC) module on your vehicle may experience a front airbag and/or seatbelt pretensioner inadvertent deployment. An inadvertent deployment while driving could distract the driver and cause a crash without warning.”

“Safety Recall R06 will upgrade a repair performed as part of a 2012 recall (M35 or N13). In that action, a filter was installed to ensure proper function of a potentially-faulty ORC module supplied to FCA US and two other vehicle manufacturers.”

“An illuminated airbag light does not constitute a symptom of this recall action.”

“These vehicles are not equipped with Takata airbags.”

“FCA is aware of a small number of vehicles affected by the initial campaign (approximately 0.003 percent of the total) were subject to post-repair inadvertent air-bag deployments. Some vehicle occupants suffered minor injuries from contact with the air bags; FCA US is aware of a single related accident.”

Affected owners residing in Florida, Georgia, Alabama, Mississippi, Louisiana, Texas, Tennessee, Hawaii and Guam were sent notification, by mail, beginning December 29th, 2015. Owners in all other US states were sent notification, by mail, beginning February 8th, 2016.

ADDITIONAL INSTRUCTIONS & REFERENCE

Note: If customer still has recall M35 or N13 in "OPEN" status, please schedule a service appointment to perform the repair. If customer already had M35 or N13 repairs completed, the R06 repair must still be performed.

Note: Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R06 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
“FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2006 model year Jeep Liberty, Jeep Wrangler and Dodge Viper vehicles equipped with a manual transmission.”

“The action follows an investigation by FCA US engineers that discovered these vehicles are equipped with switches that contain a certain type of wire implicated in a previous campaign. The clutch interlock switch on your vehicle may contain a return spring that fatigues. A fatigued clutch interlock switch return spring could allow the driver to engage the engine starter motor without the clutch pedal being depressed. Engaging the engine starter motor with the transmission in gear and the clutch engaged could result in unintended vehicle movement and cause a crash without warning.”

“FCA is unaware of any accidents or injuries related to this issue.”

“FCA will replace your clutch ignition interlock switch free of charge.”

“Parts to perform this recall repair are available. Affected owners were sent final notifications, by mail, in August 2015.”

**ADDITIONAL INSTRUCTIONS & REFERENCE**

*Note: Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R13 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*
Recall/Action | Population
--- | ---

**CUSTOMER VERBIAGE**

“FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2014 and 2015 model year Jeep Cherokee vehicles. This campaign is limited to vehicles equipped with power liftgates.”

“The power liftgate control module on your vehicle may experience a corrosion induced high resistance short circuit in the power liftgate control module electrical connector(s). The power liftgate control module electrical connector(s) could allow water intrusion and cause the module to become inoperative and/or cause a fire.”

“**Parts to perform this recall repair are available.** Affected owners will be sent final notifications, by mail, the week of October 25, 2015.”

“Until this repair is completed, the vehicle can be driven. However, as a precaution, the cargo areas of 2014-15 Jeep Cherokee vehicles equipped with power liftgates should be monitored and kept dry.”

**ADDITIONAL INSTRUCTIONS & REFERENCE**

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R27 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
Recall/Action | Population
---|---
Safety Recall R39 – Body Control Module | 2014 (KL) Jeep Cherokee

**CUSTOMER VERBIAGE**

“FCA US LLC is recalling an estimated 158,671 Jeep Cherokee SUVs in the U.S. to help protect their control modules from static buildup that may potentially disable the vehicles’ windshield wipers.”

“An investigation by FCA US discovered static buildup may occur if the vehicles’ windshield wipers are activated during dry conditions. Significant static buildup may affect a control module that powers the wipers.”

“The Company is unaware of any related injuries or accidents.”

“Affected customers were sent final notifications, by mail, beginning December 14th, 2015.”

**ADDITIONAL INSTRUCTIONS & REFERENCE**

*Note:* Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R39 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
Recall/Action | Population  
--- | ---  
Safety Recall R42 – Body Control Module | 2013 – 2015 (PF) Dodge Dart

**CUSTOMER VERBIAGE**

“FCA US LLC is recalling an estimated 23,688 cars in the U.S. to replace certain control modules and mounting brackets that may contribute to a loss of motive power.”

“An FCA US investigation prompted by a small number of warranty claims discovered a control-module mounting bracket may apply too much force and disrupt the function of a circuit board within the module. This condition, unique to certain cars equipped with dual dry-clutch transmissions (DDCT), may cause the transmission to shift into neutral. However, the engine remains on and the vehicle's air-bags, as well as other safety features, are unaffected.”

“The condition may also be preceded by the illumination of a dashboard warning light. Customers who observe this are urged to contact their dealers. The Company is unaware of any related injuries or accidents.”

“Parts to remedy this condition are available. Affected owners were notified, by mail, beginning January 11th, 2016.”

“FCA will repair your vehicle free of charge. To do this, your dealer will replace the TCM and TCM mounting bracket. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.”

**ADDITIONAL INSTRUCTIONS & REFERENCE**

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R42 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
## Handling Customer Inquiries for Safety
Recall R46 – Front Suspension Track Bar Frame Bracket

<table>
<thead>
<tr>
<th>Recall/Action</th>
<th>Population</th>
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</table>
| Safety Recall R46 – Front Suspension Track Bar Frame Bracket | 2013 – 2014 (D2) RAM 3500  
2014 – 2014 (DJ) RAM 2500  
(DD) RAM 3500 Cab Chassis |

**Note:** Approximately 500 RAM Power Wagon owners were inadvertently sent a recall notice for Safety Recall R46. These vehicles are not involved in this recall and do not have a safety issue. These vehicles have been removed from Recall R46. A Technical Advisory was sent to all dealerships advising of this update.

### CUSTOMER VERBIAGE

“FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 and 2014 model year 2500/3500 series RAM trucks and 3500 series RAM cab chassis trucks.”

“Some of the above vehicles may have a front suspension track bar frame bracket that was improperly welded during the manufacturing process. The front suspension track bar frame bracket welds may break and allow the front suspension track bar frame bracket to separate from the frame rail. A separated front suspension track bar frame bracket will cause diminished steering response and could cause a crash without warning.”

“The Company is unaware of any related injuries, and of only a single minor accident related to the condition.”

“Vehicles with track bar brackets found without cracked welds will have a track bar reinforcement bracket installed. Vehicles found with a track bar bracket having a cracked, fractured, or separated weld(s) will have new track bar brackets welded to the frame. The repair will take approximately 8 hours to complete. The vehicle may need to be held for several days until the welding team can be dispatched to your dealership.”

“Parts are currently available for 4x4 equipped vehicles in this population. Affected customers were notified, by mail, beginning February 19th, 2016. Parts are currently available for 4x2 equipped vehicles in this population. Affected customers were notified, by mail, beginning August 4th, 2016.”

### ADDITIONAL INSTRUCTIONS & REFERENCE

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R46 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
**Recall/Action** | **Population**
--- | ---

**CUSTOMER VERBIAGE**

“FCA US LLC is voluntarily recalling an estimated 275,614 cross-utility vehicles (CUVs) in the U.S. to apply a moisture sealant and replace, as required, certain electrical components.”

“An FCA US investigation discovered electrical components on certain older-model vehicles may be subject to moisture buildup that has potential implications for their Anti-Lock Brake System (ABS) modules. Water intrusion may disable the vehicles’ Anti-Lock Braking and Electronic Stability Control (ESC) systems.”

“FCA US is unaware of any related injuries or accidents. The condition, if it occurs, is most often preceded by an instrument-cluster warning light; foundation brake function is unaffected.”

“**Parts to remedy this safety recall are available.** Affected customers were sent notification, by mail, beginning December 18th, 2015.”

“FCA will repair affected vehicles free of charge. To do this, the dealer will seal the ground eyelet on the right shock tower to stop water migration through the ground wire case. The ABS module and headlamp/dash wire harness must also be inspected for moisture and repaired and/or replaced if required. The work will take about 2 hours to complete. However, additional time may be necessary depending on service schedules.”

**ADDITIONAL INSTRUCTIONS & REFERENCE**

**Note:** Additional vehicles are affected in other markets. They comprise an estimated 78,148 in Canada and 36,471 in Mexico. Another 151,476 vehicles are affected in left-hand-drive non-NAFTA markets, where the vehicle is also sold as the FIAT Freemont.

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R61 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
Recall/Action | Population
--- | ---
Safety Recall R63 – Brake Vacuum Tube Assembly | 2013 – 2014 (PF) Dodge Dart

**CUSTOMER VERBIAGE**

“FCA US LLC is voluntarily recalling an estimated 105,458 compact sedans in the U.S. to inspect and replace vacuum-tube assemblies and certain other components, as required.”

“Some of the affected vehicles may be subject to oil migration that could affect their brake systems’ power-assist feature. **Foundation brake function is unaffected. However, if this condition occurs, the driver may notice hard pedal-feel on brake application, and longer distances may be required to stop the vehicle in emergency situations.**”

“An FCA US investigation identified certain 2013-2014 vehicles equipped with 2.0-liter and 2.4-liter engines, may have brake-booster vacuum-tube routing that inadvertently allows oil to reach the brake booster diaphragm, if ever the vacuum-pump check valve fails. Oil may degrade the diaphragm and lead to a loss of brake-assist - a feature that helps reduce stopping distances. Vehicles equipped with 1.4-liter engines are excluded.”

“FCA US is aware of two minor injuries and seven accidents that are or may be related to this condition.”

“The condition may be preceded by a pop or a sound consistent with a vacuum leak. Customers who experience such events and/or hard pedal-feel are advised to contact their dealers.”

“Affected owners were sent notification, by mail, beginning May 9th, 2016.”

**ADDITIONAL INSTRUCTIONS & REFERENCE**

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R63 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
**Recall/Action** | **Population**
---|---
Safety Recall R64 - Ignition Contacts | 2015 (VF) RAM ProMaster

**CUSTOMER VERBIAGE**

“FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 model year RAM ProMaster vehicles.”

“The ignition switch electrical contact holder block on your vehicle may have intermittent electrical circuit(s). A loss of electrical power, due to intermittent electrical circuit(s) can result in a partial or complete loss of Airbag Function, Anti-Lock Brakes (ABS) Function, Electronic Stability Control (ESC) Function and/or Instrument Panel Cluster Function.”

“The lack of a functioning ABS and/or ESC system(s) could change the braking and/or handling characteristics of the vehicle and cause a crash without warning.”

“The loss of airbag deployment could increase the risk and/or severity of vehicle occupant injuries during a crash.”

“The Company is unaware of any related injuries or accidents. The condition may be resolved by recycling the ignition key.”

“FCA will repair your vehicle free of charge. To do this, your Authorized BusinessLINK dealer will replace the ignition switch contact holder block. The work will take about two hours to complete. However, additional time may be necessary depending on service schedules. Affected customers were notified by mail the week of March 4, 2016.”

**ADDITIONAL INSTRUCTIONS & REFERENCE**

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R64 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.


**CUSTOMER VERBIAGE**

“FCA US LLC is voluntarily recalling an estimated 32,784 SUVs in the U.S. to install improved shields that better protect their power liftgate control modules, and related components, from moisture.”

“Shields used for affected vehicles functioned as a moisture barrier for the bottom sections of liftgate control modules. The intent was to protect the modules from the most likely sources of moisture exposure, a condition that may lead to short-circuit, creating a fire hazard.”

“An investigation determined improved shields developed for a June recall (Safety Recall R27) affecting vehicles provide greater protection.”

“FCA US is unaware of any related injuries or accidents. This latest campaign affects certain Jeep Cherokee SUVs, but is limited to vehicles equipped with power liftgates.”

“FCA will repair your vehicle free of charge. To do this, your dealer will inspect for evidence of water intrusion and the power liftgate module electrical connectors for corrosion. On vehicles found with corrosion in the power liftgate module electrical connectors, the module and electrical connectors will be replaced.”

“Affected owners were sent notification, by mail, beginning February 1st, 2016.”

“Until this repair is completed, the vehicle can be driven. However, as a precaution, the cargo areas of vehicles equipped with power liftgates should be monitored and kept dry.”

**ADDITIONAL INSTRUCTIONS & REFERENCE**

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R67 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
CUSTOMER VERBIAGE

“FCA US LLC is voluntarily recalling an estimated 60,107 SUVs in the U.S. to inspect and reposition, as needed, a clamp that secures a low-pressure return hose.”

“An investigation discovered clamps in some vehicles produced during a five-month period this year may be out of position. This may allow rapid loss of power steering fluid.”

“The Company is unaware of any related injuries or accidents.”

“Affected owners were sent notification, by mail, in February 2016.”

“Reported incidents of fluid leaks predominantly involve vehicles with very low mileage. If the condition occurs, steering is not lost. However, greater physical effort may be required to steer the vehicle. Customers who experience this and/or observe evidence of a fluid leak, are urged to contact their dealer immediately.”

ADDITIONAL INSTRUCTIONS & REFERENCE

Note: Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding R68 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
CUSTOMER VERBIAGE

“FCA US LLC is voluntarily recalling an estimated 10,944 midsize crossover vehicles, in the U.S., equipped with optional block heaters to address fluid-line durability in extreme, cold-weather conditions. The power steering return hoses on the affected vehicles may rupture on a cold engine start up after the vehicle is exposed to extreme cold ambient temperatures for an extended period of time.”

“An investigation found some lines carrying power-steering fluid may leak at engine start-up, when certain vehicles are subject to extreme cold.”

“Steering is not lost in such circumstances. However, if a vehicle is so-affected, the amount of physical effort required to steer may increase.”

“The Company is unaware of any related injuries or accidents.”

“The vehicles affected by this recall are certain model-year 2009-2016 Dodge Journey vehicles. An estimated 187,436 vehicles in Canada are also subject to this recall.”

“Affected owners were sent notification, by mail, beginning May 24th, 2016.”

ADDITIONAL INSTRUCTIONS & REFERENCE

Note: Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center (CAC) regarding S08 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
Recall/Action | Population
---|---
Safety Recall S24 – CAN-C Bus Connector | 2015 – 2016 (VM) RAM ProMaster City

**CUSTOMER VERBIAGE**

“FCA US LLC is voluntarily recalling an estimated 23,879 vans in the U.S. to relocate an electrical connector to further protect it from excessive moisture intrusion.”

“Snow buildup or inordinate water accumulation near the front of the driver-side seat track, may expose a connector to excessive moisture intrusion. Over time, such a condition may cause corrosion and potentially affect signals sent to a vehicle’s transmission control module. Disrupted signals may cause an unrequested shift to neutral when the vehicle is brought to a stop.”

“FCA US discovered the issue following a routine review of warranty data. The Company is unaware of any related injuries or accidents.”

“The vehicles affected by this recall are 2015-2016 RAM ProMaster City vans. An additional 3,050 vehicles are being recalled in Canada.”

“Affected owners were sent notification, by mail, beginning May 27th, 2016.”

**ADDITIONAL INSTRUCTIONS & REFERENCE**

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding S24 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
### Customer Verbiage

FCA US LLC is voluntarily recalling an estimated 39,217 cars in the U.S. to upgrade their clutch release systems.

“An FCA US investigation determined certain vehicles equipped with manual transmissions are subject to clutch travel that may exceed design parameters. Over time, this may cause component damage capable of restricting gear shifts and propulsion.”

“The campaign is limited to certain model-year 2012-2016 Fiat 500 mini-compact cars. Vehicles equipped with turbocharged engines are not affected.”

The Company is unaware of any related injuries or accidents.

“The investigation discovered a small number of cases involving damage, accounting for 0.01% of the entire vehicle population affected by this recall.”

Parts are available to perform this Safety Recall. Affected owners were sent Final Owner Notification letters, by mail, beginning November 10th, 2016.

### Additional Instructions & Reference

Note: Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding S34 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
FCA US LLC is voluntarily recalling an estimated 323,361 vehicles in the U.S. to update certain software and replace wire harnesses, as needed.

“An examination of warranty data led to an FCA US investigation that discovered an insufficient crimp in a wire harness. Such a crimp may lead to a solenoid fault code that can cause propulsion loss.”

The Company is unaware of any related injuries or accidents.

“Most vehicles in the recall population will not experience this fault code over their lifetimes. However, should the condition occur, it can typically be temporarily resolved by stopping the vehicle and re-starting its engine. Accordingly, FCA US urges customers to heed the instructions on their recall notices.”

The remedy is available to perform recall repairs on all involved vehicles. Affected owners were sent Final Owner Notification letters, by mail, beginning November 2\textsuperscript{nd}, 2016.

**ADDITIONAL INSTRUCTIONS & REFERENCE**

**Note:** Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding S55 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
CUSTOMER VERBIAGE

FCA US LLC is recalling an estimated 53,155 cars in the U.S. to replace their windshield washer pumps.

“A review of warranty data prompted the Company to examine their windshield washer pumps. Working with the pump’s supplier, engineers determined some components may have electrical connections that do not comply with FCA US specifications. Pumps with this condition may be subject to short-circuit which, if one occurs, could disable windshield wiper function.”

FCA US is unaware of any related injuries or accidents.

A remedy is available to perform recall repairs on all involved vehicles. Affected owners were sent final Owner Notification letters, by mail, beginning December 27th, 2016.

ADDITIONAL INSTRUCTIONS & REFERENCE

Note: Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding S83 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.
Recall/Action | Population
--- | ---
Safety Recall T33 – Steering Wheel Wiring | 2011 – 2012 (RT) Dodge Grand Caravan

**CUSTOMER VERBIAGE**

FCA US LLC is voluntarily recalling an estimated 209,135 older-model minivans in the U.S. to provide additional protection for certain wiring.

“An FCA US investigation led to the discovery of a condition that may lead to inadvertent deployment of the driver-side front air bag. Wiring may chafe against pieces of steering-wheel trim, potentially causing a short-circuit. This may lead to a second short-circuit that is potentially capable of producing inadvertent deployment of the driver-side front air bag.”

“FCA is aware of eight potentially related minor injuries, but no accidents.”

“Dealer service technicians will inspect and replace the wiring, as needed, while equipping it with additional protective covering.”

A remedy is currently available to perform recall repairs on all involved vehicles. Affected owners were sent Owner Notification letters, by mail, beginning August 9th, 2017.

**ADDITIONAL INSTRUCTIONS & REFERENCE**

Note: Where possible, please attempt to minimize dealer and/or customer referral contact with the Customer Assistance Center regarding T33 inquiries. There is no additional information that CAC can provide. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.