

This notice applies to your vehicle.

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

W20

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 W20.

CUSTOMER SATISFACTION NOTIFICATION

Reprogram Powertrain Control Module

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 [2014 - 2019 Model Year (KL) Jeep Cherokee, 2017 - 2018 (MP) Jeep Compass, 2015 - 2018 (BU) Jeep Renegade, 2014 -2016 (PF) Dodge Dart, 2015 - 2017 (UF) Chrysler 200] vehicles equipped with a 2.4L engine.

WHY DOES MY VEHICLE NEED REPAIRS?

FCA US has determined that some vehicles may have an engine that consumes more oil than usual under certain operating conditions like continuous stop and go driving. The condition results when a combination of components with certain manufacturing variances are present and the current engine calibration strategy. While the condition is rare, your vehicle ^[1] falls within the population where such variances could cause an oil consumption issue. If your vehicle is subjected to a low oil condition, the oil indicator lamp on your instrument panel cluster may illuminate or you will notice an oil level below the dipstick crosshatch range markings when checking your vehicle's oil level as recommended in your Owner's Manual. If left unaddressed, a low oil condition can eventually result in a vehicle stall.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA US will provide a repair for your vehicle free of charge (parts and labor) that will address the manufacturing variances that could lead to an abnormal use of excessive oil. To do this, your dealer will inspect the software level of the Powertrain Control Module (PCM) in your vehicle, and, if necessary, reprogram the PCM. The estimated repair time is about a half hour. 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.