



CUSTOMER SATISFACTION NOTIFICATION

An important improvement for your vehicle is available.

AVIS VISANT À ASSURER LA SATISFACTION DE LA CLIENTÈLE

Une amélioration importante pour.



FIAT CHRYSLER AUTOMOBILES

CUSTOMER SATISFACTION NOTICE V88 REAR QUARTER WINDOWS

Dear Vehicle Owner:

At FCA Canada Inc., we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products even after they are sold.

THIS CUSTOMER SATISFACTION NOTIFICATION APPLIES TO CERTAIN 2018, 2019 AND 2020 MODEL YEAR (JL) JEEP® WRANGLER VEHICLES.

This customer satisfaction notification is for:

The soft top rear quarter window vertical retainers on your vehicle must be properly installed to the door rail after removal. Improper installation may cause the soft top rear quarter window panels to separate from the vehicle while driving at highway speeds.

What you must do:

Read and understand the enclosed Addendum Card booklet and Tip Card. These documents show the detailed soft top rear quarter window installation directions.

Place these documents in your vehicle's glove box for future reference by you or future owners.

We apologize for any inconvenience and thank you for your attention to this **very important** matter.

FCA Canada Inc.

National Service and Parts Manager

FREQUENTLY ASKED QUESTIONS

? WHERE CAN I FIND MORE INFORMATION ON THIS RECALL OR ANY OTHER RECALL AFFECTING MY VEHICLE?

By Web: recalls.mopar.ca

By Phone: (800) 465-2001

By Email: www.fcacanada.ca/en/contact_us.php

By Mail: FCA Canada Customer Care Centre
P.O. Box 1621, Windsor, ON N9A 4H6

? 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 will still be required to have the campaign performed by an authorized FCA Canada dealer at no charge to you. Once completed, please send your original receipts and/or adequate proof of payment along with the campaign invoice to the following address for **further review of possible reimbursement**: FCA Canada Customer Care Centre, P.O. Box 1621, Windsor, ON N9A 4H6.

? HOW DO I UPDATE MY NAME AND ADDRESS OR IF I NO LONGER OWN THIS VEHICLE?

Contact the Customer Name & Address Call Centre at 1-800-373-1474 to update your information.

FCA IS THE MANUFACTURER OF THE FOLLOWING

