



URGENT VEHICLE RECALL

Your vehicle has a safety recall.

RAPPEL URGENT DU VÉHICULE

Votre véhicule a un rappel de sécurité.

SCAN TO VIEW
RECALLS



FIAT CHRYSLER AUTOMOBILES

SAFETY RECALL 04B (TRANSPORT CANADA 2024-098) DEFROST

Dear Vehicle Owner:

This Notice is sent to you in accordance with the requirements of the **Motor Vehicle Safety Act**.

This is to inform you that your vehicle may be non-compliant with the requirements of the **Motor Vehicle Safety Regulations** and that the non-compliance could affect the safety of a person.

FCA CANADA INC. HAS DECIDED THAT CERTAIN 2021-2024 MODEL YEAR JEEP WRANGLER PLUG-IN HYBRID ELECTRIC VEHICLES (“PHEV”S), AND 2022-2024 MODEL YEAR JEEP GRAND CHEROKEE PHEVS FAIL TO CONFORM TO CANADA MOTOR VEHICLE SAFETY STANDARD (“CMVSS”) NO. 103 - WINDSHIELD DEFROSTING AND DEFOGGING SYSTEMS.

Your vehicle must be repaired because:

Your vehicle may have been built with incorrectly programmed Hybrid Control Processor (“HCP”) software which may result in a disabled windshield defrost system under certain conditions. Suspect vehicles may not have a functional defrosting and defogging system under certain conditions. A disabled windshield defrost system may decrease outward visibility which may cause a crash without prior warning.

The condition described above does not comply with CMVSS No. 103.

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

FCA Canada Inc.

National Service and Parts Manager

Note to lessors receiving this recall notice: Federal regulations requires that you forward this recall notice to the lessee within 10 days.



What You Must Do To Ensure Your Safety:

Contact an authorized FCA Canada dealer to schedule a service appointment.



What Your Dealer Will Do:

FCA will repair your vehicle free of charge. To do this, your dealer will update the HCP software. The estimated repair time is one hour. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

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

