



04/13/2015

Safety Recall Technical Advisory (N45 / N46)

In August and December of 2013 FCA released two Safety Recalls (N45 and N46). Both recalls involve the inspection, installation, and/or replacement of the vehicle's trailer hitch assembly.

To date the recall completion rate for the above mentioned recalls have not met expectations. Safety Recall N45 has had 4% of involved vehicles repaired and Safety Recall N46 is at a 27% recall completion rate.

FCA is making every effort to bring customers to your dealership through additional customer mailings, phone calls and other outreach activities to involved vehicle owners. It is important that all dealers make every effort to perform these important recalls on all involved vehicles in for service.

Also, any vehicles in your dealer's used car inventory should be repaired before selling the vehicle. It is important that all used cars have all safety recalls performed.

The goal of FCA and your dealership is to make sure that all customers involved in these important recalls have the service performed.

FCA has made improvements to the parts availability on the items required to perform these recalls. The process to obtain the necessary components required to do a successful repair has been streamlined to minimize any inconvenience to the customer, the service technician and your dealership.

If there are barriers that are preventing your dealership from completing these important recalls, please contact your factory representative for assistance. FCA wants to know and will make every effort to eliminate any barriers that may prevent your dealership from accomplishing this important task.

This is an opportunity for your dealerships to turn an unfortunate situation into a positive experience for your customers. Because of the high reliability of these vehicles, many of these vehicle owners have not been to your dealership in several years. While the customer is in having their recall completed, you have the opportunity to showcase the improvements made to your dealership.

Working together, FCA and your dealership have a bright future with new and innovative products arriving at your dealership daily. Let's not allow past issues to cloud our bright future.

Thank You
Customer Services Field Operations
FCA US LLC