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Fiat Chrysler Recalls: Frequently Asked Questions

1. MY CAR WAS RECALLED BECAUSE IT HAS A DEFECTIVE SUSPENSION. HOW CAN I CONFIRM I'M ELIGIBLE FOR BUY BACK?

If you own a recalled vehicle that has not been repaired for the one of the following campaigns, you have two options. You can have your vehicle repaired or get a refund for the vehicle. The refund amount will be the first purchase price minus depreciation, plus a premium of 10 percent more. Chrysler will notify eligible owners in the coming months.

Loosening of the rear axle pinion nut causing loss of vehicle control ([NHTSA Recall ID 13V-038](#)):

Vehicles under recall:

2009 model year Chrysler Aspen
2009 model year Dodge Durango
2009-2012 model years Dodge Ram 1500
2009-2011 model years Dodge Dakota

Failure of the left tie rod assembly resulting in loss of steering control ([NHTSA Recall ID 13V-527](#)):

Vehicles under recall:

2008-2012 model years Dodge Ram 4500
2008-2012 model years Dodge Ram 5500

Failure of the left tie rod assembly resulting in loss of steering control ([NHTSA Recall ID 13V-529](#)):

Vehicles under recall:

2008 model year Dodge Ram 1500
2008-2012 model years Dodge Ram 2500
2008-2012 model years Dodge Ram 3500

2. I OWN A DODGE RAM THAT WAS RECALLED BECAUSE OF TIE ROD ASSEMBLY PROBLEMS. WHY AM I EXCLUDED FROM GETTING ANY INCENTIVES?

If you own a 2006-2008 model years Dodge Ram 1500, 2003-2008 model years Dodge Ram 2500, or 2003-2008 model years Dodge Ram 3500 that was recalled because the left tie rod assembly can fail resulting in loss of steering control ([NHTSA Recall ID 13V-528](#)), you are not eligible for an incentive under the [Consent Order](#) because you can have your vehicle repaired by a Fiat Chrysler dealer. However, you may contact Chrysler directly to find out if they are offering further incentives.

See page 2 for more information.

3. MY JEEP GRAND CHEROKEE IS UNDER RECALL, WHAT INCENTIVES ARE AVAILABLE FOR ME?

If you own a model year 1993-1998 Jeep Grand Cherokee (ZJ) that is under recall due to a defective gas tank that can catch fire if the vehicle is struck from behind ([NHTSA Recall ID 13V-252](#)), and have not yet had it fixed, you have two options. You can receive a \$100 gift card when you bring your vehicle in for repair or you can trade-in your vehicle.

If you trade-in your vehicle, you will receive a trade-in incentive of \$1,000 over the fair market value of the vehicle. The combined total will be credited to the owner to purchase another Fiat Chrysler vehicle.

Chrysler will notify all eligible customers no later than August 24, 2015. Vehicles that have already received the recall remedy are not eligible for gift cards or trade-in.

4. I OWN A JEEP GRAND CHEROKEE (WJ) THAT IS COVERED BY A SERVICE CAMPAIGN NOT A RECALL. CAN I GET A GIFT CARD OR TRADE-IN MY CAR?

If you own a model year 1999-2004 Jeep Grand Cherokee (WJ) and have not yet participated in Fiat Chrysler's service campaign, you are eligible to receive a \$100 gift card when you bring your vehicle in for inspection. Your vehicle is not eligible for trade-in under the [Consent Order](#). However, you may contact Chrysler directly to find out if they are offering further incentives.

Chrysler will notify all eligible customers no later than August 24, 2015.

5. I OWN A JEEP LIBERTY (KJ) THAT WAS RECALLED BECAUSE OF A FAULTY FUEL TANK. CAN I GET A GIFT CARD OR TRADE-IN MY CAR?

If you own a model year 2002-2007 Jeep Liberty (KJ), and have not yet repaired your vehicle, you are eligible to receive a \$100 gift card when you bring your vehicle in for repair. Your vehicle is not eligible for trade-in under the [Consent Order](#). However, you may contact Chrysler directly to find out if they are offering further incentives.

Chrysler will notify all eligible customers no later than August 24, 2015. Vehicles that have already received the recall remedy are not eligible to receive gift cards.

6. I RESPONDED TO MY RECALL NOTICE AND RECEIVED THE REPAIR FOR MY JEEP GRAND CHEROKEE. IS MY CAR SAFE TO USE?

Yes.

7. I ALREADY HAD MY RECALLED JEEP GRAND CHEROKEE REPAIRED, BUT I DON'T FEEL SAFE. WILL FIAT CHRYSLER BUY BACK MY VEHICLE?

If your vehicle has been remedied it is safe to use. While your vehicle is not eligible for trade-in under the [Consent Order](#), you may contact Chrysler directly to find out if they are offering further incentives.

For more information on Fiat Chrysler Recalls, visit

www.safercar.gov/rs/chrysler/index.html