



URGENT VEHICLE RECALL

Your vehicle has an emissions recall.

RAPPEL URGENT DU VÉHICULE

Votre véhicule a un rappel d'émissions.

SCAN TO VIEW
RECALLS



FIAT CHRYSLER AUTOMOBILES

EMISSIONS RECALL Z98 CATALYTIC CONVERTER EFFICIENCY

Dear Vehicle Owner:

This Interim Notice is sent to you in accordance with the Canadian Environmental Protection Act.

FCA CANADA INC., HAS DETERMINED THAT CERTAIN 2016 AND 2017 MODEL YEAR (JC) DODGE JOURNEY VEHICLES EQUIPPED WITH A 2.4L ENGINE AND 4 SPEED TRANSMISSION MAY RELEASE AIR POLLUTANTS WHICH EXCEED WHICH EXCEED CANADA REGULATIONS/STANDARDS.

Your vehicle must be repaired because:

The Catalytic Converter on your vehicle may exceed NOx (Oxides of Nitrogen) emission level standards because of a loss of Catalytic Converter efficiency due to the combination of precious metal usage, washcoat technology and sulphur levels in the fuel.

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

FCA Canada Inc.

National Service and Parts Manager



What You Must Do To Ensure Your Safety:

FCA Canada Inc. will contact you again, by mail, with a follow-up recall notice when the remedy and/or parts are available. Once you receive your follow-up notice, contact a FCA authorized dealer to schedule a service appointment.



What Your Dealer Will Do:

The remedy for this condition is not currently available. We are making every effort to finalize the remedy as quickly as possible, and will service your vehicle free of charge (parts and labour).

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

