



FIAT CHRYSLER AUTOMOBILES

# Takata Airbag Inflator Safety Recall Campaigns

September 22, 2015

As you know, FCA US has issued recalls for a large number of vehicles related to the Takata Airbag inflator issue. These campaigns encompass approximately 4.8 million vehicles spanning the 2003 – 2011 model years. The five campaigns issued by FCA US are only a portion of the 44 total campaigns from 12 different automakers that include 19 million vehicles which have been recalled for this issue in the United States. This only represents a piece of the total recalled vehicles globally.

Not all of these campaigns are national field actions. We continue to follow NHTSA Regional Directive and Takata’s guidance by prioritizing customers who live in high-risk climate areas and whose vehicles are equipped with older inflators. Replacement parts will first be made available accordingly.

FCA US # (NHTSA #)	Driver Airbag (DAB)	Passenger Airbag (PAB)	U.S. Regional?
P78 (14V-770)		2003 – ‘05 Dodge Ram (DR) 2003 – ‘05 Dodge Ram (DH) 2003 – ‘05 Dodge Durango (HB) 2003 – ‘05 Chrysler 300 (LX) 2003 – ‘05 Dodge Dakota (ND)	Regional
R25 (15V-313)	2004-2008 Dodge RAM 1500/2500/3500 (DR) 2005-2009 Dodge RAM 1500/2500/3500 (DH) 2006-2009 Dodge RAM 3500 (D1) 2007-2009 Dodge RAM 3500 Cab Chassis (DC) 2008-2010 Dodge RAM 4500/5500 Cab Chassis (DM) 2004-2008 Dodge Durango (HB) 2007-2008 Chrysler Aspen (HG) 2006-2007 Chrysler 300 (L2) 2006-2008 Chrysler 300 (LE) 2005-2010 Chrysler 300/Dodge Charger/Dodge Magnum (LX) 2005-2011 Dodge Dakota (ND)		National
R26 (15V-312)		2003 Dodge Ram (DR)	National
R37 (15V-444)	2008 – ‘10 Dodge Challenger (LC)		National
R49 (15V-354)		2007 – ‘08 Dodge / Freightliner Sprinter (VB)	National

Due to the significant number of vehicles included in these campaigns, FCA US has been very diligent in working with our suppliers to obtain enough parts to remedy customer vehicles. There have been difficulties however ensuring the suppliers are able to meet the scheduled demand. As a result, there is a possibility that you may have some delays in getting parts for some vehicles in the short term. FCA US is working very closely with the suppliers of replacement inflators to maximize the supply of replacement parts. As FCA US receives the parts they are being equitably distributed to the Dealer Network as quickly as possible.

If a customer calls or arrives at your store and you do not have the required parts to remedy their vehicle, FCA US would ask that you communicate openly and clearly to the customer. The customer should be given clear information regarding what the next steps are. It is recommended that you add the customer to a communication list, to be called when the part for their vehicle arrives. In the event you do not have a part to service an immediate need, please make sure to immediately enter in an Expediting Web Request via <https://dealerconnect.chrysler.com> so that Mopar may expedite parts to you.

The additional related documents, noted below and included in this communication, can be used to answer a number of other questions you may have. In addition, you can contact your Area Manager as necessary.

### Related Documents

These documents can also be accessed through Comdash;

- Channel: Mopar
  - Subject: Campaign Parts Ordering & Processes.
1. Campaign Ordering Process\_final.pdf
  2. ARO Newsletter – Vol 61 Current Updates.pdf
  3. Creating Expediting Webrequest Step by Step Process.docx
  4. Fleet recall parts ordering process (rev 09-2015).pdf

Thank you for your cooperation and assistance in this matter.

*Service Field Operations, Customer Care, MOPAR, Vehicle Safety and Regulatory Compliance*