



RECALL RESOURCE GUIDE

JULY 2023



STOP DRIVE UNREPAIRED TAKATA AIRBAGS R25/R37, ZD1 & R26

2005-10 CHRYSLER 300
2008-10 DODGE CHALLENGER
2005-10 DODGE CHARGER
2005-08 DODGE MAGNUM
NEW 2003 DODGE RAM





RECALL RESOURCE GUIDE

STOP DRIVE

UNREPAIRED TAKATA

AIRBAGS R25/R37, ZD1 & R26

STATEMENT

NOTE: The ZD1 campaign was designed to identify the original vehicles impacted by the STOP DRIVE Advisory in VIP. In addition to the R25 and R37 vehicles, the Stop Drive advisory now includes R26 vehicles. The ZD1 campaign will continue to allow dealers to claim the LOPs and extra monies for the original and new group of affected Stop Drive vehicles.

NEW>

FCA US LLC urgently warns U.S.-market owners or custodians of model-year 2005-10 Dodge Magnum station wagons, Dodge Challenger coupes, Dodge Charger and Chrysler 300 sedans, and 2003 Dodge Ram trucks who have not yet addressed Takata driver-side and passenger-side airbag recalls, to immediately stop driving their vehicles

NEW>

FCA is voluntarily undertaking this STOP-DRIVE advisory, which affects approximately 381,000 vehicles.

Owners or custodians of these vehicles will be contacted directly, advised to stop driving their vehicles and urged to obtain the necessary service, which continues to be available free of charge at any authorized FCA-brand dealer. FCA – the first auto maker to migrate from Takata to an alternate source of replacement parts – has sufficient inventory of new airbags to meet demand.

The longer these particular vehicles remain unrepaired, the greater the risk of an airbag rupture, in event of a crash with airbag deployment. Free replacement driver-side airbags have been available for this population since 2015.

FCA is and has been engaged in aggressive outreach to encourage vehicle owners and custodians affected by Takata recalls, to obtain service. To date, through various initiatives, the Company has generated nearly 210 million standard and first-class letters, courier deliveries, e-mails, text messages, while also making phone calls and home visits.

Many owners say they don't have time to obtain the remedy. However, the repair procedure takes well under one hour.

Airbags of the variety subject to this recall are no longer used in FCA vehicle production.

Customers who are unaware of their vehicles' recall status are urged to call 833-585-0144. They may also check their Vehicle Identification Numbers (VIN) at mopar.com/recalls, checktoprotect.org or nhtsa.gov/recalls.

FCA extends its sympathies to the families and friends of those affected by these incidents.



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RECALL OVERVIEW

NOTE: The ZD1 campaign was designed to identify the original vehicles impacted by the STOP DRIVE Advisory in VIP. In addition to the R25 and R37 vehicles, the Stop Drive advisory now includes R26 vehicles. The ZD1 campaign will continue to allow dealers to claim the LOPs and extra monies for the original and new group of affected Stop Drive vehicles.

NEW>

FCA US is issuing a Stop-Drive recommendation for the following vehicles with an unrepaired Takata made Driver or Passenger Airbag. These vehicles have an open recall repair for either R25 or R37 – DAB (driver airbag) or R26 – PAB (passenger airbag). ZD1 campaign has already been added to all unrepaired R25/R37 Chrysler 300, Dodge Challenger, Charger, and Magnum vehicles. This campaign will be shown in VIP in addition to current campaigns. All campaigns should be remedied by the dealer in the same visit.

NEW>

Model Years	Vehicle	Driver Air Bag
2005-2010	300	CBXZP812AA
2005-2010	Charger	CBXZP812AA
2005-2008	Magnum	CBXZP812AA
2008-2010	Challenger	CBXZP812AA
2003	Dodge Ram	CBXZR261AA

Customers may contact their local dealership to schedule the free repair or contact the call center to schedule (833-585-0144). Dealers should arrange to have the vehicle towed into dealership OR perform mobile repair at the customer's house. Dealers should not have customers drive vehicle or have dealer personnel drive the vehicle until repaired. Dealers should offer customers a rental car or alternate transportation if needed.

This document encompasses important dealer procedures, owner communication, customer handling, FAQs and contact information.

Important Information:

NEW>

A press release was issued on November 3, 2022, by NHTSA and FCA US for the driver-side airbag. A new press release was issued July 12, 2023, for the 2003 Dodge Ram.

NEW>

Affected customers or custodians will continued to be notified as an ongoing process.

Included in this guide are Customer Care and Dealer service processes that provide specific actions to ensure compliance and an enhanced customer experience.

Additional repair Labor Operations have been created for "In House" / "In Dealership Repairs" and "Mobile Repairs". These include an additional [REDACTED] up to [REDACTED] depending on the repair to help dealers take extra actions to find and repair these vehicles.

We are counting on your expertise to support and provide these customers and their vehicles the highest priority in your stores.

Thank you for your support and commitment to Mopar service quality.



CUSTOMER HANDLING PROCEDURES

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Dealer Best Practices & Suggestions:

Customers may contact the dealership to setup an appointment or contact the call center for assistance in scheduling (833-585-0144) the repair.

- Dealers should not have customers drive the vehicle until repaired. DEALER should arrange to do the following:
 1. Have the vehicle towed in for repair OR perform mobile repair
 2. Reference Special Service LOPs below to support repair efforts (only to be used for ZD1)
 3. Provide rental car / alternate transportation as is needed by customer (rental car, shuttle, Uber/Lyft, delivery)
- Ensure all appropriate dealership staff (including Express Techs) are familiar with the repair process.
- Dealer personnel should not drive the vehicle other than moving it into the service bay until repaired
- Dealers are encouraged to utilize mobile repair services. For mobile repairs Dealers can claim the [REDACTED] mobile repair allowance PLUS the [REDACTED] repair allowance for ZD1, plus the required recall LOP (for a total of [REDACTED] + required recall LOP).

NOTE: If any of these vehicles come to the dealer for Express Lane Service the dealer must complete the airbag repair.

For any additional questions or concerns please immediately reach out to your Area Manager or Field Technical Advisor.



FCA
FIAT CHRYSLER AUTOMOBILES

000001#105008/825-SPC

This notice applies to your vehicle
2010 CHRYSLER 300
VIN: 1A1AAAAA1AA11111
B25/NHTSA/15V-313



Call **833-585-0144** to discuss the best options for your immediate free recall repair. Options include:

- Towing the vehicle in for service.
- Mobile repair service that comes to your home.
- Alternate transportation while your car is in the shop.



Other Open Recalls: R25 , S43

STOP-DRIVE NOTICE

Dear CUSTOMER NAME,

This letter is to notify you that FCA US LLC advises that you STOP DRIVING your 2010 CHRYSLER 300¹. The driver airbag in this vehicle has been subject to a recall since 2015 and our records show this urgent repair is still needed. Due to the increasing risk of injury over time from this dangerous safety defect, we are now issuing a **STOP-DRIVE** advisory for your vehicle. This notice comes after two people died in separate crashes involving vehicles similar to yours where the defective and recalled Takata driver's side airbags exploded.

Why does your vehicle need repairs?

- The risk of airbag inflator explosion continues to increase over time.
- If your airbags deploy, which can occur even in a minor crash, the **defective airbag may explode**.
- An airbag explosion may cause **sharp metal fragments** to fly from the airbag into the vehicle cabin at high speeds, which may result in **injury or death to vehicle drivers or passengers**.

How to resolve this issue?

- Customer care agents are waiting for your call at **833-585-0144**.
- They will connect with local CHRYSLER dealers who will either repair your vehicle at your home or arrange to have it towed to the dealership for the free recall repair.
- Your CHRYSLER dealer of choice will replace the defective and recalled airbag part in your vehicle.
- This recall repair is **FREE** of charge (parts and labor).
- Recall repairs are fast and easy.

If you would like to personally verify the recall status of your vehicle or any vehicle, visit CheckToProtect.org and search using either your license plate or Vehicle Identification Number ("VIN").

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

Customer Assistance
Fiat Chrysler Automobiles US LLC

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

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





RECALL RESOURCE GUIDE

STOP DRIVE

UNREPAIRED TAKATA

AIRBAGS R25/R37, ZD1 & R26

REPAIR INSTRUCTIONS

Below is page one of the three-page ZD1 **STOP DRIVE** Recall Document

NOTE: The ZD1 campaign was designed to identify the original vehicles impacted by the STOP DRIVE Advisory in VIP. In addition to the R25 and R37 vehicles, the Stop Drive advisory now includes R26 vehicles. The ZD1 campaign will continue to allow dealers to claim the LOPs and extra monies for the original and new group of affected Stop Drive vehicles.

Please access SERVICE LIBRARY or RECALL CENTRAL for the complete repair instructions.

Campaigns ZD1, R25, R37, and R26

NEW



FIAT CHRYSLER AUTOMOBILES

November 2022

Dealer Service Instructions for:

Safety Recall ZD1 - **STOP DRIVE** 2005-10 L-Car Takata DAB Recall

Affected Vehicles

2005-2010 (LX) Chrysler 300, Dodge Charger, Dodge Magnum
2008-2010 (LC) Dodge Challenger

ZD1 campaign has been added to all R25/R37 Chrysler 300, Dodge Challenger, Charger, and Magnum vehicles. This campaign will be shown in VIP in addition to current campaigns. All campaigns should be remedied by the dealer in the same visit.

Please refer to R25/R37 for the dealer repair instructions and labor operations.

Additional labor operation can be claimed for these vehicles in the ZD1 campaign which will pay additional money on top of the R25/R37 LOPs.

	Labor Operation Number	Time Allowance
Close ZD1 campaign and allow the additional Special Services to be paid.	08-ZD-11-82	0.0 hours

Special Services should include the applicable new additional LOPs for these repairs:

In House Repair	95-23-08-59	■
Mobile Repair	95-23-08-58	■

Rental, Towing, Concierge Service, Uber, etc. existing LOPs should also be added under ZD1 for payment.



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REPAIR INSTRUCTIONS

Below is page one of the 27-page Safety Recall R26 / NHTSA 15V-312 **STOP DRIVE** Passenger Airbag Inflator

NOTE: The ZD1 campaign was designed to identify the original vehicles impacted by the STOP DRIVE Advisory in VIP. In addition to the R25 and R37 vehicles, the Stop Drive advisory now includes R26 vehicles. The ZD1 campaign will continue to allow dealers to claim the LOPs and extra monies for the original and new group of affected Stop Drive vehicles.



Revision 2 July 2023

Dealer Service Instructions for:

Safety Recall R26 / NHTSA 15V-312

STOP DRIVE

Passenger Airbag Inflator

NOTE: U.S. vehicles are now part of a STOP DRIVE initiative. Refer to Completion Reporting and Reimbursement section for additional LOPs.

Models

2003 (DR) Dodge RAM 1500/2500/3500 Pickup

NOTE: This recall applies only to the above vehicles built August 29, 2002 through July 25, 2003 (MDH 082912 through 072515).

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The passenger airbag inflator may rupture, due to manufacturing events. This can result in high levels of absorption during airbag deployment, potentially serious injury or death.

Repair

The passenger airbag inflator will be replaced with a new inflator.

Safety Recall R26 – Passenger Airbag Inflator

Page 28

Completion Reporting and Reimbursement Continued

Additional labor operation can be claimed for these vehicles which will pay additional money on top of the R26 LOPs.

	Labor Operation Number	Time Allowance
Claim this ZD1 LOP to allow the additional Special Services to be paid. Special Services should include the applicable new additional LOPs for these repairs:	08-ZD-11-82	0.0 hours
In House Repair	95-23-08-59	
Mobile Repair	95-23-08-58	
Rental, Towing, Concierge Service, Uber, etc. existing LOPs should also be added under ZD1 for payment.		

Please access
SERVICE LIBRARY or
RECALL CENTRAL for
the complete repair
instructions.

Campaigns ZD1, R25,
R37, and R26

NEW



UPDATED LABOR OPERATIONS AND TIMES

NOTE: The ZD1 campaign was designed to identify the original vehicles impacted by the STOP DRIVE Advisory in VIP. In addition to the R25 and R37 vehicles, the Stop Drive advisory now includes R26 vehicles. The ZD1 campaign will continue to allow dealers to claim the LOPs and extra monies for the original and new group of affected Stop Drive vehicles.

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UNREPAIRED TAKATA AIRBAGS R25/R37, ZD1 & R26

Repair LOPs:

The following LOPs should be combined with the ZD1 condition on the claim to accurately collect all the applicable fees

The following LOPs and fees were created to help the dealer locate and take every necessary action to quickly repair every vehicle in the shop or at the customer's location.

- 95-23-08-59 – “In House” or in Dealership Repair: An additional [REDACTED] can be added to the claim to complete the repair.
- 95-23-08-58 – Mobile Repair: If you repair via mobile service [REDACTED] can be added to the claim along with the above “In Dealership Repair” LOP for a total of [REDACTED]

Related LOPs:

Alternative transportation LOPs

- 95-40-01-42- Rental Vehicle: up to [REDACTED] per day. Valid for standard OR competitive make – validation of charges will occur upon claim submission)

Rideshare: Up to [REDACTED] each way – Receipt required

- For Rideshare, a receipt must be attached to the claim for the amount requested.
- Travel from Dealer: LOP 95-37-02-53
- Travel to Dealer: LOP 95-37-02-52

Delivery: [REDACTED]

- Pickup: Not available – vehicle should be towed in
- Delivery: LOP 95-37-01-51

Shuttle Service: [REDACTED] each way* – LOP 95-37-02-51

For both Delivery and Shuttle Service, the dealer must keep a log of the customers who were serviced that contains all necessary information: Customer name, VIN, date of service, and RO.



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AIRBAGS R25/R37, ZD1 & R26

CLAIM EXAMPLE

NEW>

Condition 1
Recall LOP
Recall LOP that applies to vehicle: R25 or R37 or R26 (each in their own condition)

Condition 2
Recall LOP
08-ZD-11-82
LOP will be no charge, but will allow Special Services and close recall

Global Claim Acknowledgement 12:15 PM

Dealer: 99970

Odometer: 100 In Service

Service Advisor: [blank] Process

Continuation: NO List Number

For Claim: [blank] Reference

Authorization Number: [blank]

Owner's Name: [blank]

Vehicle Description: 2010-DODGE CHARGER RWD

Condition:	1 of 2	Technician Identification:	Name:
Line LOP	Description	Failure Code	
L1 08R25183	Safety Recall R25 - Driver Airbag Inflator	UC	
Total Parts	Total Labor		
0.00	20.00		

Condition:	2 of 2	Technician Identification:	Name:
Line LOP	Description	Failure Code	
L1 08ZD1182	Campaign ZD1		
Line Special Service	Description	Days	
S1	No Description will be blank		
S2	Loaner-Chrysler High Line		
S3	Towing		
Total Parts	Total Labor		
	0.00		

In house Fee

- Enter LOP 95-23-08-59 for [blank]
- Mobile Repair 95-23-08-58 if applicable

Rental

- Select either High Line or Competitive based on vehicle provided to customer
- Enter number of days
- Enter rental rate, up to \$50 for this recall only
- Enter VIN of rental customer drove during repair

Additional Types of Transportation

☐ Rideshare: Up to [blank] each way – Receipt required

➤ For Rideshare, a receipt must be attached to the claim for the amount requested.

➤ Travel from Dealer: LOP 95-37-02-53

➤ Travel to Dealer: LOP 95-37-02-52

☐ Pickup and Delivery: [blank] each way

➤ Pickup: LOP 95-37-00-50

➤ Delivery: LOP 95-37-01-51

☐ Shuttle Service: [blank] each way – LOP 95-37-02-51

Towing

- Select towing from drop down
- Enter towing amount
- Provide tow receipt with claim for review

Note: Dealer can enter 5 Special Service LOPs per condition

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CUSTOMER CARE

NOTE: The ZD1 campaign was designed to identify the original vehicles impacted by the STOP DRIVE Advisory in VIP. In addition to the R25 and R37 vehicles, the Stop Drive advisory now includes R26 vehicles. The ZD1 campaign will continue to allow dealers to claim the LOPs and extra monies for the original and new group of affected Stop Drive vehicles.

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AIRBAGS R25/R37, ZD1 & R26

NEW>

Customer Care Outreach Process – The Takata Case Management Team will field inbound calls and continue customer outreach efforts with owners or custodians of OPEN Takata recalls R25 and R37 – driver airbag inflator and R26 – passenger airbag inflator. The team may contact your dealership as they assist owners in scheduling appointments to have these recalls completed. Please ensure your dealership personnel are aware that they may receive calls from the team while this customer outreach initiative is in progress, and that every effort is being made to prioritize these repairs accordingly.

NEW>

Manage inbound/outbound customer calls for 2005–2010 Chrysler 300, Dodge Magnum, Charger, Challenger L-car vehicles, and 2003 Dodge Ram trucks impacted by the STOP-DRIVE notice.

Takata Case Manager stresses the urgency of the Takata safety recall with the customer/custodian and advises there is a stop-drive notice for their vehicle.

- Attempt to schedule an appointment with the Dealer on separate line during the call
- Provide Dealership contact to the customer
- Warm transfer the customer/custodian to the Dealership
- Coordinates repair date/time with Dealer and customer
- Dealer to arrange towing service for the repair, and one of the transportation options below where applicable:

- » Rental Vehicle
- » Rideshare
- » Shuttle Service

Note: Refer to alternative transportation LOPs section of the Dealer Resource Guide (page 9).

- Case Manager sends confirmation appointment email (customer preference) with service details to the customer
- Post-recall completion:
 - » Case closes once the recall is marked as completed



GENERAL QUESTIONS AND ANSWERS

NOTE: The ZD1 campaign was designed to identify the original vehicles impacted by the STOP DRIVE Advisory in VIP. In addition to the R25 and R37 vehicles, the Stop Drive advisory now includes R26 vehicles. The ZD1 campaign will continue to allow dealers to claim the LOPs and extra monies for the original and new group of affected Stop Drive vehicles.

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Are parts for available for both recalls?

Yes

Can a level zero tech perform the recall?

Yes

Does the dealer need to use Roadside for the tow?

No. You can use your own tow provider

Can the dealer claim both the repair LOP and the additional [REDACTED]?

Yes. The [REDACTED] is in addition to current LOP amounts.

NEW>

Do 2 claims need to be submitted or can ZD1 be claimed as an additional condition on the same claim as R25/R37/R26?

Both can be claimed on 1 claim as 2 conditions.

Do I need to log the use of the shuttle and ride share LOPs?

Yes. Normal log requirements remain.

Can I claim both ride share/shuttle and rental LOPs?

Yes, but you must provide documentation and place in RA.

How many FCA-brand vehicles in the Takata campaign remain unrepaired?

Newer vehicles are not affected by this campaign. The airbag inflators subject to recall have been out of production at FCA for eight years. We have replaced 6.1 million of the 9.1 million Takata airbags. (The affected vehicle population is less than 9.1 million because some vehicles were equipped with affected driver- and passenger-side airbags.) However, we are continuing our intense outreach to capture the remaining population.

Why aren't you ordering a stop-drive for the whole population of unrepaired vehicles?

NEW>

Recent incidents indicate an urgent need exclusive to 2005-2010MY 2005-10 Dodge Magnum station wagons, Dodge Challenger coupes, Dodge Charger and Chrysler 300 sedans, and Dodge Ram trucks. Meanwhile, we continue to urge all owners affected by the Takata recall to bring in their vehicles, if they have not done so. The service is free. We are providing alternate transportation - also free.



REPAIR QUESTIONS AND ANSWERS

RECALL RESOURCE GUIDE

STOP DRIVE UNREPAIRED TAKATA AIRBAGS R25/R37, ZD1 & R26

If a customer declines to have the repair completed or the repair cannot be completed, what should I do? The dealership and customer should contact the recall hotline at (833) 585-0144. If all other avenues are exhausted dealership should utilize the LOPs listed below.

There are additional labor operation numbers (LOPs) that pay two tenths that can be used in the event a dealer cannot repair a vehicle. These two pages were published in May 2022. **If the vehicle can be repaired, every effort should be made to make the repair to the vehicle, and these are only used as a last resort.** The call center can also help with these situations.



UPDATED AIRBAG LOPS FOR R25, R26, R37, R49, S14, S15, S43, S92, U03 & V01 DOCUMENTATION

MAY 2022

Additional LOPs have been created to capture the appropriate status if a Takata airbag repair CANNOT be completed.

Additional information on individual airbag LOP use is located on DealerConnect > Recalls > Repair Info > Takata Updated Airbag LOPs.

LOPs and description:

- 23-AB-IF-01 - Deployed - Driver Airbag
- 23-AB-IF-02 - Deployed - Passenger Airbag
- 23-AB-IF-03 - Missing - Driver Airbag
- 23-AB-IF-04 - Missing - Passenger Airbag
- 23-AB-IF-05 - Degradation - Driver Airbag
- 23-AB-IF-06 - Degradation - Passenger Airbag
- 23-AB-IF-07 - Modification - Driver Airbag
- 23-AB-IF-08 - Modification - Passenger Airbag
- 23-AB-IF-09 - Unsafe - Driver Airbag
- 23-AB-IF-10 - Unsafe - Passenger Airbag
- 23-AB-IF-11 - Owner Refusal - Driver Airbag
- 23-AB-IF-12 - Owner Refusal - Passenger Airbag

Thank you,
Mopar





UPDATED TAKATA AIRBAG LOPS DESCRIPTIONS BEYOND AIRBAG REPLACEMENT

MAY 2022

LOPs:

23-AB-IF-01 - DEPLOYED - Driver Airbag
23-AB-IF-02 - DEPLOYED - Passenger Airbag

Dealer: When a dealer encounters a vehicle where one or both airbags are deployed the dealer should file a claim for the airbag(s) affected. If a repair cannot be performed the dealer can file a claim to account for the vehicle.

Claim requirements: Pictures will be required to be submitted in the Global Claims System (GCS) for payment. The pictures should include the VIN, mileage, and a picture of the deployed inflator/airbags - separate pictures required for reporting two deployed inflators from the same vehicle. The claims should be submitted as a claim type "W".

LOPs:

23-AB-IF-03 - MISSING - Driver Airbag
23-AB-IF-04 - MISSING - Passenger Airbag

Dealer: When a dealer encounters a vehicle where one or both airbags are missing or have been removed from the vehicle the dealer should file a claim for the airbag(s) affected. If a repair cannot be performed the dealer can file a claim to account for the vehicle.

Claim requirements: Pictures will be required to be submitted in the Global Claims System (GCS) for payment. The pictures should include the VIN, mileage, and a picture of the missing inflator - separate pictures required for reporting two missing inflators from the same vehicle. The claims should be submitted as a claim type "W".

LOPs:

23-AB-IF-05 - DEGRADATION - Driver Airbag
23-AB-IF-06 - DEGRADATION - Passenger Airbag

Dealer: When a dealer encounters a vehicle where the vehicle is in such disrepair or has degraded to the point that a safe repair is not possible the dealer should file a claim for the airbag(s) affected. If a repair cannot be performed the dealer can file a claim to account for the vehicle.

Claim requirements: Pictures will be required to be submitted in the Global Claims System (GCS) for payment. The pictures should include the VIN, mileage, and a picture of the degraded inflator or area of the degradation - separate pictures required for reporting two degraded inflators from the same vehicle. The claims should be submitted as a claim type "W".

LOPs:

23-AB-IF-07 - MODIFICATION - Driver Airbag
23-AB-IF-08 - MODIFICATION - Passenger Airbag

Dealer: When a dealer encounters a vehicle where the vehicle has been modified to the point that a safe repair is not possible the dealer should file a claim for the airbag(s) affected. Examples include recreational vehicles (RV) with a different steering wheel, etc., or a vehicle used specifically for off road use. If a repair cannot be performed the dealer can file a claim to account for the vehicle.

Claim requirements: Pictures will be required to be submitted in the Global Claims System (GCS) for payment. The pictures should include the VIN, mileage, and a picture of the modified inflator area - separate pictures required for reporting two modified areas from the same vehicle. The claims should be submitted as a claim type "W".

LOPs:

23-AB-IF-09 - UNSAFE - Driver Airbag
23-AB-IF-10 - UNSAFE - Passenger Airbag

Dealer: When a dealer encounters a vehicle where the vehicle is unsafe to the point that a repair is not possible the dealer should file a claim for the airbag(s) affected. Examples include if a vehicle is contaminated by mold. If a repair cannot be performed the dealer can file a claim to account for the vehicle.

Claim requirements: Pictures will be required to be submitted in the Global Claims System (GCS) for payment. The pictures should include the VIN, mileage, and a picture of the unsafe area of the vehicle - separate pictures required for reporting two inflators from the same vehicle. The claims should be submitted as a claim type "W".

LOPs:

23-AB-IF-11 - OWNER REFUSAL - Driver Airbag
23-AB-IF-12 - OWNER REFUSAL - Passenger Airbag

Dealer: When a dealer encounters a customer that refuses repairs, the dealer should file a claim for the airbag(s) affected. If a repair cannot be performed the dealer can file a claim to account for the vehicle.

Claim requirements: Pictures will be required to be submitted in the Global Claims System (GCS) for payment. The pictures should include the VIN, mileage, and a picture of the inflator area - separate pictures required for reporting two inflators from the same vehicle. The claims should be submitted as a claim type "W".



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AIRBAGS R25/R37, ZD1 & R26

CONTACTS

STAR SUPPORT: 800-850-STAR (7827)

For technical assistance and to create a STAR Case

WARRANTY HOTLINE: 888-255-2616

Questions regarding claim processing instructions and guidelines for recall Z11 can be directed to the warranty hotline. (M-F 8AM to 6PM Eastern)

TAKATA RECALL ASSISTANCE: 833-585-0144

Dedicated team to answer questions (M-F 7AM to 11PM Eastern)

Additional questions or concerns? Please reach out to your Area Manager / Field Technical Advisor.

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