

Takata Airbag Recall Tow Requests

QUICK START GUIDE

Handling customer recall tow requests as a Stellantis Recall Agent or Dealer.



STELLANTIS

Takata Airbag Recall

Stellantis has partnered with Agero to provide tow assistance to customers impacted by the Takata airbag recall and Stop Drive action (ZD1, R25/R37, R26). The recall affects certain Dodge and Chrysler vehicles, identifiable by Vehicle Identification Number (VIN). Eligible vehicles will be towed to an authorized repair facility at **no cost to the customer or to the dealer**. This towing assistance program is designed to be a one-way tow to the dealership to accommodate the Stop Drive action. Any requests for a reunite tow (returning the vehicle to the customer) will be handled by Stellantis Recall Agents.

Submitting Tow Requests as a Dealer

Dodge and Chrysler Dealership teams are responsible for requesting the initial tows and coordinating with customers. If the customer requests a tow reunite, refer the customer to the Stellantis Recall Team at **833-585-0144**. Dealers are encouraged to offer shuttle service where feasible.

Note: Only Stellantis Agents can authorize a tow reunite.

INFORMATION NEEDED TO SUBMIT A TOW REQUEST:

- ✓ VIN (full 17 characters)
- ✓ Vehicle year, make, model, color, and mileage
- ✓ License plate
- ✓ Customer name and phone number
- ✓ Vehicle pickup location
- ✓ Vehicle dropoff location (your dealership)

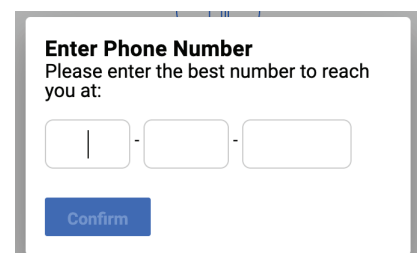
STEP BY STEP: SUBMITTING A TOW REQUEST

After confirming your dealership is able to complete the repair, submit a tow request via [Agero's RSAHelp site](#):

1 Open the RSAHelp site: <https://stellantisservicecampaign.rsahelp.com>

2 Enter the **customer's phone number**.

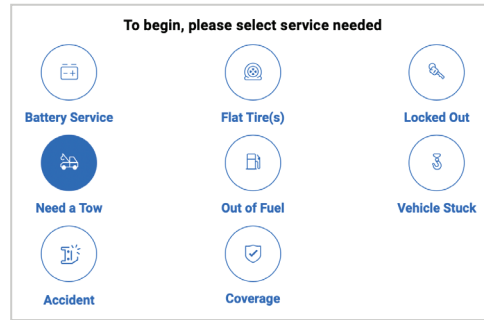
Note: The customer will receive SMS (text) updates/notifications to this number. Make sure the customer is okay with receiving these text updates.



Enter Phone Number
Please enter the best number to reach you at:

- -

3 Select **Need a Tow**.

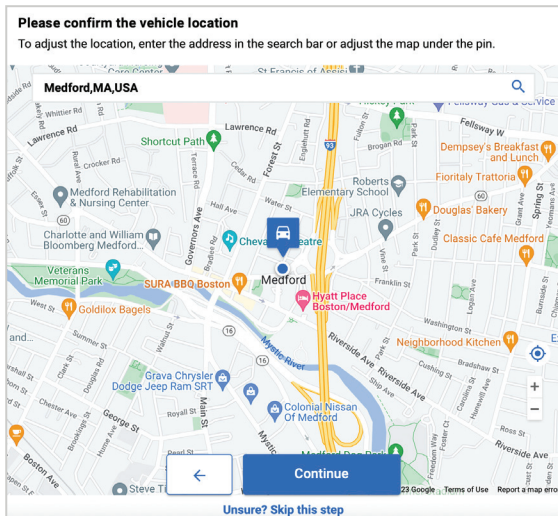


4 Enter **tow details**:

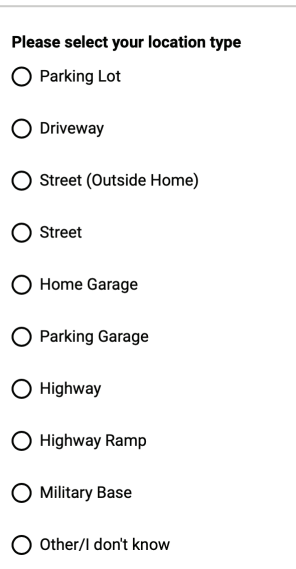
- A. Note whether the vehicle can be put in neutral
- B. Note whether the vehicle is four- or all-wheel drive

5 Enter where the vehicle is **currently**:

A. Confirm the address using the map



B. Select the location type



6 Enter **arrival details**:

- A. Note whether the car is in a safe location
- B. Note whether the customer needs a tow right away or schedule the tow for a future time/date up to 3 days from the time of scheduling
- C. Note whether the customer plans to be with the car
- D. License plate

7 Confirm the **customer's contact information**.

8 Enter the **VIN**

Tip: The customer can locate the VIN (Vehicle Identification Number) on the sticker on the driver's side windshield or driver's side door jamb, or on the vehicle's registration. If the customer can't find the VIN, enter the year, make, model, color, and approximate mileage of the car instead.

- 9 Select **your dealership's service/repair center's address** as the drop-off location.

Tip: If your dealership doesn't automatically appear on the list, enter its address in the search bar.

Select Vehicle Drop Off Location

Suggested tow destination based on your location. [View Map](#)

- GRAVA CHRYSLER JEEP DODGE 67211 (Business Link)**
29 MYSTIC AVENUE, MEDFORD, MA 02155,
1.48 miles
- LAWLESS CHRYSLER DODGE JEEP RA 63292**
196 LEXINGTON ST, WOBURN, MA 01801,
8.24 miles
- QUIRK CHRYSLER JEEP OF DORCHES 60678 (Business Link)**
40 HALLET ST, DORCHESTER, MA 02124,
11.65 miles
- KELLY JEEP CHRYSLER 26510**
353 BROADWAY, LYNNFIELD, MA 01940,
12.35 miles
- MCGOVERN CHRYSLER JEEP DODGE R 60673 (Business Link)**
777 WASHINGTON ST, NEWTON, MA 02460,
14.15 miles

Enter an address

I don't know where I want my vehicle towed

- 10 If applicable, enter any additional notes for the tow service provider.

- 11 Review and submit the tow request.

Handling Tow Requests as a Stellantis Recall Agent

Stellantis Recall Agents are **not** to submit the initial tow request on behalf of a customer. Instead, refer the customer to their preferred/nearest Chrysler or Dodge Dealership team, who will help arrange a tow. This towing assistance program is designed to be a one-way tow to the dealership to accommodate the Stop Drive action. Any requests for a reunite tow will be handled by Stellantis Recall Agents.

Note: Only Stellantis Agents can authorize a tow reunite.

TO FACILITATE THE CUSTOMER'S DEALERSHIP EXPERIENCE, INFORM THE CUSTOMER TO HAVE THIS INFORMATION AVAILABLE:

- ✓ VIN (full 17 characters)
- ✓ Vehicle year, make, model, color, and mileage
- ✓ License plate
- ✓ Customer name and phone number
- ✓ Vehicle pickup location

REUNITES


If Stellantis is approving a reunite tow, the Recall Agent will complete a Stellantis Service Campaign Reunite Request Form and send it to stellantisservicecampaign@agero.com. Before approving, other options should be explored – for example, Dealer shuttle or rideshare (Uber/Lyft).

Getting Support

TOW REQUEST SUBMISSION SUPPORT

For help submitting a tow request via the RSAHelp site:

- 1 Click the **phone icon** in the upper right-hand side of the site header.

STEP 2 OF 10 

- 2 Indicate why you need help and enter your phone number as the callback contact. From there, Agero will connect you with a representative who can help.

Call Us

Please provide reason for connecting with a representative:

- Not sure on what to do
- Emergency
- Just need someone
- Can't find required information
- Other

[Continue](#)

[Cancel](#)

Tow Request Changes/Updates Support

For help with existing tow requests – including changes and status updates – call **888-626-0521** to get support from an Agero representative. Please be prepared to provide the VIN.

Reunite Changes/Updates Support

Any updates/changes to a reunite request will require the Stellantis Recall Agent to send an email to stellantisservicecampaign@agero.com explaining the change. There is no need to complete another form.

General Recall Program Support

For general questions about the Takata airbag recall program and stop-drive, please contact the Stellantis Recall Information Center at **833-585-0144**.