



# RECALL RESOURCE GUIDE

NOV 2022



## **ZD1 STOP DRIVE UNREPAIRED TAKATA AIRBAGS R25 R37**

2005-10 CHRYSLER 300  
2008-10 DODGE CHALLENGER  
2005-10 DODGE CHARGER  
2005-08 DODGE MAGNUM





# RECALL RESOURCE GUIDE

## ZD1 STOP DRIVE UNREPAIRED TAKATA AIRBAGS R25 R37

### STATEMENT

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

FCA is voluntarily undertaking this STOP-DRIVE advisory, which affects approximately 276,000 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](http://mopar.com/recalls), [checktoprotect.org](http://checktoprotect.org) or [nhtsa.gov/recalls](http://nhtsa.gov/recalls).

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



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### RECALL OVERVIEW

FCA US is issuing a Stop-Drive recommendation for the following vehicles with an unrepaired Takata made Driver Airbag. These vehicles have an open recall repair for either R25 or R37 - DAB (driver airbag). ZD1 campaign has 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.

| Model Years | Vehicle    | Driver Air Bag |
|-------------|------------|----------------|
| 2005-2010   | 300        | CBXZP812AA     |
| 2005-2010   | Charger    | CBXZP812AA     |
| 2005-2008   | Magnum     | CBXZP812AA     |
| 2008-2010   | Challenger | CBXZP812AA     |

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:

A press release was issued on November 3, 2022 by NHTSA and FCA US.

Affected customers or custodians will be notified by mail in November.

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.



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### CUSTOMER HANDLING PROCEDURES

#### 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.



# RECALL RESOURCE GUIDE

## ZD1 STOP DRIVE UNREPAIRED TAKATA AIRBAGS R25 R37

### SAMPLE OWNER LETTER

Dealer Customer:

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**Updated letter to affected owners expected week of Nov 14. We will update this document when available.**

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**REPAIR INSTRUCTIONS**

**Below is page one of the three-page ZD1 STOP DRIVE 2005-10 L-Car Takata DAB Recall**

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

**Campaigns ZD1, R25 and R37**

November 2022

Dealer Service Instructions for:

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

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**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.

|   | <u>Labor Operation Number</u> | <u>Time Allowance</u> |
|---|-------------------------------|-----------------------|
| 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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## ZD1 STOP DRIVE UNREPAIRED TAKATA AIRBAGS R25 R37

### UPDATED LABOR OPERATIONS AND TIMES

#### 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.



# RECALL RESOURCE GUIDE

## ZD1 STOP DRIVE

### UNREPAIRED TAKATA

### AIRBAGS R25 R37

## CLAIM EXAMPLE

**Condition 1**  
Recall LOP  
Recall LOP that applies to vehicle: R25 or R37 (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

Mileage: 100 In Service

Service Advisor: [ ] Process

Continuation: NO List Number

Authorization Number: [ ] Reference

Owner's Name:

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           |
| <b>Total Parts</b> |          | <b>Total Labor</b>                         |              |
| 0.00               |          | 20.00                                      |              |

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

**In house Fee**

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

**Towing**

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

**Rental**

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

**Additional Types of Transportation**

- Rideshare: Up to [ ] 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: [ ] each way
  - Pickup: LOP 95-37-00-50
  - Delivery: LOP 95-37-01-51
- Shuttle Service: [ ] each way – LOP 95-37-02-51

Note: Dealer can enter 5 Special Service LOPs per condition



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## ZD1 STOP DRIVE UNREPAIRED TAKATA AIRBAGS R25 R37

### CUSTOMER CARE

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. 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.

Manage inbound/outbound customer calls for 2005–2010 Chrysler 300, Dodge Magnum, Charger, and Challenger L-car vehicles 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



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### GENERAL QUESTIONS AND ANSWERS

#### **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.

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

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?**

Recent incidents indicate an urgent need exclusive to 2005-2010MY 2005-10 Dodge Magnum station wagons, Dodge Challenger coupes, and Dodge Charger and Chrysler 300 sedans. 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.



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## REPAIR QUESTIONS AND ANSWERS

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.



MAY 2022

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


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







MAY 2022

### UPDATED TAKATA AIRBAG LOPS DESCRIPTIONS BEYOND AIRBAG REPLACEMENT

|  |   |
|--|---|
| <p>LOPs:</p> <p>23-AB-IF-01 - DEPLOYED - Driver Airbag</p> <p>23-AB-IF-02 - DEPLOYED - Passenger Airbag</p> <p>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.</p> <p>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".</p> <p>LOPs:</p> <p>23-AB-IF-03 - MISSING - Driver Airbag</p> <p>23-AB-IF-04 - MISSING - Passenger Airbag</p> <p>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.</p> <p>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".</p> <p>LOPs:</p> <p>23-AB-IF-05 - DEGRADATION - Driver Airbag</p> <p>23-AB-IF-06 - DEGRADATION - Passenger Airbag</p> <p>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.</p> <p>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".</p> | <p>LOPs:</p> <p>23-AB-IF-07 - MODIFICATION - Driver Airbag</p> <p>23-AB-IF-08 - MODIFICATION - Passenger Airbag</p> <p>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.</p> <p>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".</p> <p>LOPs:</p> <p>23-AB-IF-09 - UNSAFE - Driver Airbag</p> <p>23-AB-IF-10 - UNSAFE - Passenger Airbag</p> <p>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.</p> <p>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".</p> <p>LOPs:</p> <p>23-AB-IF-11 - OWNER REFUSAL - Driver Airbag</p> <p>23-AB-IF-12 - OWNER REFUSAL - Passenger Airbag</p> <p>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.</p> <p>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".</p> |
|--|---|











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**AIRBAGS R25 R37**

**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.