



March 2016

TO: ALL U.S. FCA DEALERSHIPS
ATTN: DEALER PRINCIPAL, SERVICE MANAGER & PARTS MANAGER

SUBJECT: R25 Driver Airbag Inflator

In an effort to provide enhanced support and communication for open campaigns, FCA and Mopar ask that you read this important announcement regarding **Recall R25**.

R25 Driver Airbag Inflator Overview

FCA US LLC announced a safety recall on certain 2004 to 2011 model year vehicles (see recall dealer instructions in DealerCONNECT for vehicle models impacted). The driver airbag inflator housing on about 4,060,000 of the above vehicles may rupture, due to excessive internal pressure, during normal airbag deployment events. This condition is more likely to occur if the vehicle has been exposed to high levels of absolute humidity for extended periods of time. An inflator rupture, during airbag deployment events, could result in metal fragment(s) striking and potentially seriously injuring the vehicle occupant(s).

R25 Driver Airbag Inflator Customer Notification

Repairs are being prioritized by geographic location and vehicle age; however, parts are available to all dealerships in the U.S. All vehicles included in the population, regardless of location or age, can be repaired. This recall has been part of a phased launch with five stages (see map attached), with initial stages focusing on high humidity states and older MY vehicles. VINs for the recall have been live (and shown in VIP and the Global Recall System) since the beginning of the recall; however, customers are only notified by mail of the final repair remedy once the stage corresponding to their vehicle is launched.

The fourth stage (out of 5) was launched on 3/10/2016, and FCA is notifying the customers impacted via mailed recall notices. Due to the fact that parts were available to all dealers and VINs were live and visible in VIP, there are a number of customers who may have had the recall performed and completed prior to their particular vehicle's phase launch. Because FCA chose to notify *all* customers when the final recall remedy was available, these customers received a recall notification by mail even though it had been completed. The R25 recall does NOT need to be completed again in these cases.

Customer Outreach

The fifth and final stage of the recall is scheduled for release on 3/31/2016. At that time, all customers impacted by the R25 recall will have been notified.

The FCA Recall Resolution Team will begin contacting customers whose vehicles show that Recall R25 is incomplete. Contacts will be prioritized based on the customer's geographic location. The team will be contacting customers in phase 1 (see map attached). The team may contact your dealership as they assist owners in scheduling appointments to have Safety Recall R25 performed. Please ensure your dealership personnel are aware that they may receive calls from the team while this customer outreach initiative is in progress.

R25 Parts Availability

- Part supply of **CBXZP811AA** and **CBXZP812AA** is readily available and currently under Campaign ARO.
- Additional stock and pallet quantities (qty of 100) can be shipped to dealers by utilizing the parts expediting process in [DealerCONNECT](#) > **Parts** > **Contact Mopar** > **Expediting** (process is outlined in the corresponding document.)

Thank you for your review and attention in support of the R25 campaign process!

