



March 2016

**TO: ALL U.S. FCA DEALERSHIPS**  
**ATTN: DEALER PRINCIPAL, SERVICE MANAGER & PARTS MANAGER**  
**SUBJECT: Safety Recall 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 the R25 recall.

#### R25 Driver Airbag Inflator

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 Parts Availability

- Parts CBXZP811AA and CBXZP812AA are readily available and currently controlled by Campaign ARO. There are no ordering restrictions on these two parts. Additional quantities above your BSL are available for order through the normal ordering process (I.E. Daily Order).
- For the most current campaign parts status, reference the Campaign Order Management Guide located in Recall Central on DealerCONNECT.

#### R25 FCA Recall Resolution Team Outreach

The fifth and final stage of the recall is scheduled to be released in the first week of April 2016. At that time, all customers impacted by the R25 recall will have been notified that parts are available to remedy their vehicle.

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 customer(s) 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.