



**TO: FCA GROUP DEALERSHIPS**  
**ATTN: DEALER PRINCIPAL, SERVICE MANAGER & PARTS MANAGER**  
**SUBJECT: TAKATA AIR BAG INFLATOR SAFETY RECALLS**

July 6<sup>th</sup>, 2017 – In an effort to provide enhanced support and communication to help you manage and assist our mutual customers, FCA U.S. and Mopar are asking that you read this important communication regarding safety recall campaigns related to Takata Air Bag Inflators.



## TAKATA AIR BAG INFLATOR OVERVIEW

FCA US has announced multiple safety recalls on select FCA U.S. vehicles due to air bag inflator housings that may rupture due to excessive internal pressure during normal air bag deployment events. An inflator rupture during an air bag deployment event could result in metal fragments striking the vehicle occupant(s), resulting in serious injury or death. The National Highway Traffic Safety Administration (“NHTSA”) has ordered all affected vehicle manufacturers to prioritize vehicle remedy plans based on risk, and has ordered these manufacturers to implement and execute their recall remedy programs in a manner and according to a schedule designed to achieve specific remedy completion percentages by specific target deadlines.

**NHTSA has established a target deadline for 100% completion of these recall repairs by December 31, 2017:**

Safety Recall R25 – Driver Air Bag Inflator  
 Safety Recall R26 – Passenger Air Bag Inflator  
 Safety Recall R37 – Driver Air Bag Inflator  
 Safety Recall R49 – Passenger Air Bag Inflator

**In addition, NHTSA has established a target deadline for 100% completion of these recall repairs by December 31, 2019:**

Safety Recall S14 – Driver Air Bag Inflator  
 Safety Recall S15 – Driver Air Bag Inflator  
 Safety Recall S43 – Passenger Air Bag Inflator  
 Safety Recall R49 – Driver Air Bag Inflator

ALL repair parts are available to US Dealerships for all vehicles affected by the safety recalls listed above. All Owner Notification letters have been mailed. Regardless of vehicle location or age, repairs should be performed as soon as possible.

**NOTE:** Many of the vehicles included in the affected population of air bag inflator safety recalls have had both driver and passenger air bag inflators recalled. **Please ensure ALL VINs are reviewed for ALL open recalls, and parts are ordered, BEFORE a customer arrives for service.**

It is imperative that **ALL** dealership personnel, including dealership Business Development Centers and Appointment Coordinators, are aware of the Parts Availability and deadline for these safety recalls. Additional Information regarding safety recalls, such as the Recall Communication Guide, Campaign Order Management Guide and Recall Ready Job Aid, can be accessed through Recall Central in DealerCONNECT.

## TAKATA AIR BAG CUSTOMER OUTREACH

The FCA U.S. Recall Resolution Team will begin a customer outreach program in July 2017, in which owners with vehicles that have OPEN air bag inflator safety recalls will be contacted. The Recall Resolution 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.