



March 2016

Dealer Service Instructions for:

# **Safety Recall R26 / NHTSA 15V-312 Passenger Airbag Inflator**

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## **Models**

**2003 (DR) Dodge RAM 1500/2500/3500 Pickup**

*NOTE: This recall applies only to the above vehicles built January 15, 2002 through July 25, 2003 (MDH 011505 through 072515).*

**IMPORTANT:** Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

## **Subject**

The passenger airbag inflator housing on about 436,000 of the above vehicles may rupture, due to excessive internal pressure, during normal airbag deployment events. This condition is more likely to occur if your 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 fragments striking and potentially seriously injuring the vehicle occupant(s).

## **Repair**

The passenger airbag inflator must be replaced.

**Parts Information**

**NOTE: Do not destroy the replacement airbag packaging, it will be used to return the original inflator to the supplier.**

**2003 Dodge RAM 1500/2500/3500 Pickup Models**

<b><u>Part Number</u></b>	<b><u>Description</u></b>
<b>CBXZR261AA</b>	<b>Inflator Kit, Passenger Airbag</b>

Each kit contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Inflator
1	Harness, Wire Jumper
6	Nut, Mounting

**Special Tools**

**The following special tools are required to perform this repair:**

- NPN wiTECH VCI Pod Kit
- NPN Laptop Computer
- NPN wiTECH Software

**Parts Return**

Shipping/return instructions are provided with each inflator kit.

**For Continental US 48 States use the procedure on page 3 to package the original airbag inflator in the replacement kit box and return.**

Shipping/return instructions are also provided with each inflator kit.

**All International, Mexico, Canada, Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers MUST contact the following Takata/Menlo USA representative directly for shipping instructions:**

**Miguel Prigadaa – Tel #: 210-250-5078 or**

**Email: [MLGTakataRestraints\\_International@menloworldwide.com](mailto:MLGTakataRestraints_International@menloworldwide.com).**


**Parts Return Continued**

**NOTE:** For Continental US 48 State dealerships, please follow steps 1-8 below.  
 • Specific to Step 4 below:  
 • Follow step 4a if you receive the updated NON-FedEx label. Proceed to step 5.  
 • Follow step 4b if you receive the FedEx label. Proceed to step 5.

**1. Shipping Documents**


**a) Box Label**

- Supplied with each kit
- To be affixed to each box



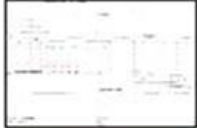
**b) Over-pack Label**

- To be supplied by Stericycle.
- To be affixed to the outside of each pallet




**c) Bill of Lading**

- To be supplied by Stericycle.
- Print 2 copies: 1 for Dealer Records, 1 for LTL Driver



**d) ERG Document**


- To be supplied by Stericycle.
- To be provided by the Dealer to the LTL Driver for each shipment



**4b. Shipping Instructions – Label each Box**

a) If you continue receiving Inflator Kits with the original FedEx Documentation:


1. Peel off the backing of the FedEx Ground PRP Shipping label and affix to top of box to left of the Class 9 label.
- Use the scribe line on the box as a guide
- The FedEx Ground PRP Shipping label must not touch any portion of the printing to the right of the scribe line.
2. Discard the remaining Documentation
3. **Do Not** contact FedEx



**2. Packing Instructions**

a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located in Box 8 of this page.

b) Place the un-deployed air bag inflator in the "creele" of the box insert.



**5. Shipping Instructions – Prepare the Pallet**


a) Accumulate and palletize Kits

b) Arrange Kits on Pallet as pictured here

- 20 boxes per row/layer (5x4)
- 10 rows/layers per pallet (200 boxes)

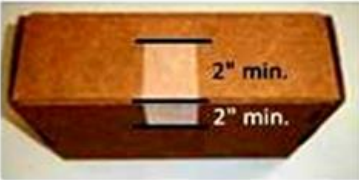

c) Shrink-wrap Kits to Pallet

d) Affix Over-pack Label on [1] side of Pallet (Not on Top)



**3. Closure Instructions**

a) Close the top box flap, per box closure instructions located on front panel of box.

**6. Shipping Instructions – Schedule LTL Pickup**

a) Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum

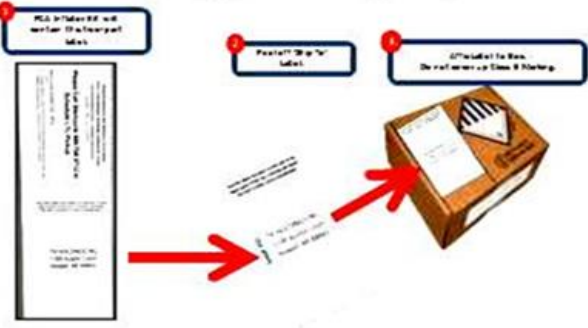
- Call Stericycle at 1-888-708-5712
- If 200 Kits have not been accumulated in 30 days, please call Stericycle for direction

c) Have the following information Available

- Dealer #
- Quantity of Over-packs/Pallets
- Quantity of Passenger Inflator Kits on each Pallet
- Email Address where shipping Documentation can be received

**4a. Shipping Instructions – Label each Box**

a) New Labels will begin shipping in each kit starting mid May, 2015



**7. Shipping Instructions – Ship**

a) Give 1 Copy of BOL and 1 Copy of ERG to Driver

b) Retain 1 Copy of BOL for Dealership records and archive for 2 Years

**8. Requesting a New Box / Shipping Labels**

If a new box or replacement shipping labels are needed, please contact the representative listed below by phone or email to request replacement materials.

Primary Contact: Armando Gonzalez - Tel #: 210-250-5079  
 E-Mail: [FieldAction.14305@menlowordwide.com](mailto:FieldAction.14305@menlowordwide.com)

To help expedite your request, please be prepared to provide the following information:

- Serial number on the original box
- What Type of shipping material needed
  - Replacement Box
  - Two Part Return Label
  - Bill of Lading
  - ERG Form
- Dealer Shipping Information
  - Contact name
  - Dealer Address
  - Phone Number



**Service Procedure****A. Replace Passenger Airbag Inflator**

**WARNING:** To avoid serious or fatal injury on vehicles equipped with airbags, disable the Supplemental Restraint System (SRS) before attempting this service procedure. Disconnect and isolate the battery negative (ground) cable, then wait two minutes for the system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the SRS.

Failure to take the proper precautions could result in accidental airbag deployment. At no time should any source of electricity be permitted near the inflator on the back of a non-deployed airbag or seat belt tensioner.

When carrying a non-deployed airbag, the trim cover or airbag cushion side of the unit should be pointed away from the body to minimize injury in the event of an accidental deployment.

1. Disconnect and isolate the battery negative cable(s). Wait two minutes for the system capacitor to discharge before further service.

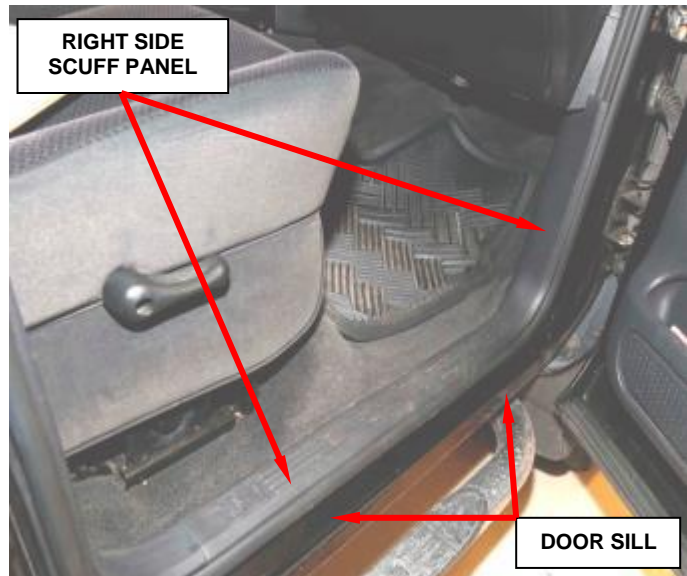
2. Using a trim stick, from the notch on the bottom, remove the right instrument panel side cover (Figure 1).



**Figure 1 – Instrument Panel Side Cover**

**Service Procedure Continued**

- 3. Use the following steps to remove the right side cowl trim panel.
  - a. Using a trim stick, disengage the retaining tabs of the cowl trim panel from the retainer clips in the door sill (Figure 2).
  - b. Pull the scuff panel rearward and remove it from the vehicle.



**Figure 2 – Right Side Scuff Panel**

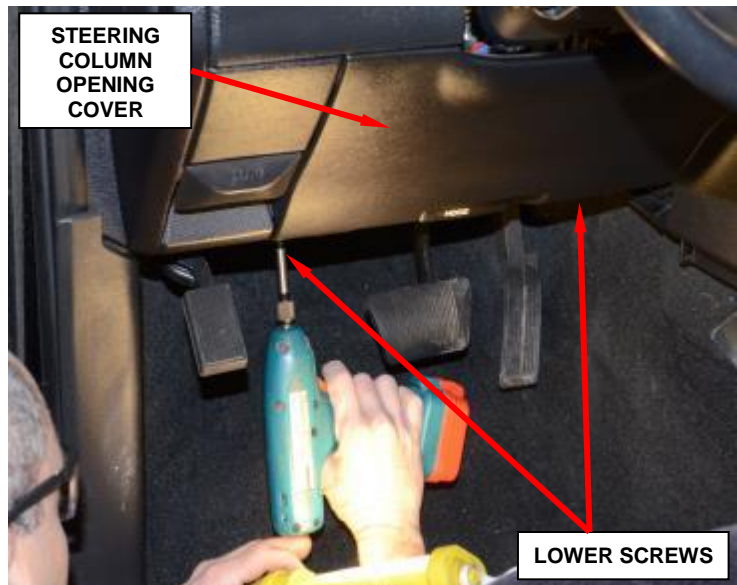
- 4. Use the following steps to remove the glove box:
  - a. Remove and save the glove box contents.
  - b. Release the two glove box stops and lower the glove box downward past the stops (Figure 3).
  - c. Disengage the glove box hinges from the instrument panel and remove the glove box.



**Figure 3 – Glove Box**

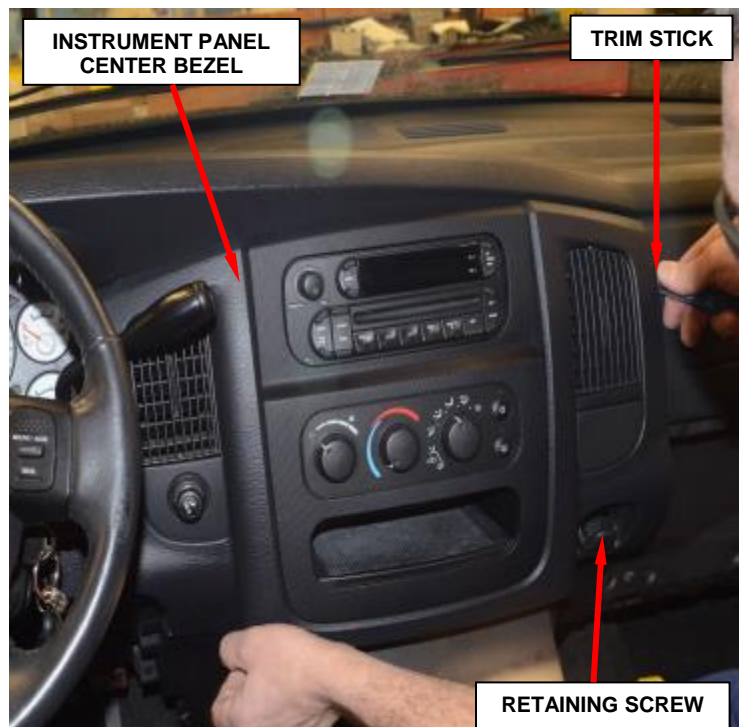
**Service Procedure Continued**

5. Use the following steps to remove the center bezel.
  - a. Remove the two lower screws from the steering column opening cover then release the two retainer clips that secure the top of the steering column opening cover to the instrument panel and remove the cover (Figure 4).
  - b. Open the ashtray and the cup holder.

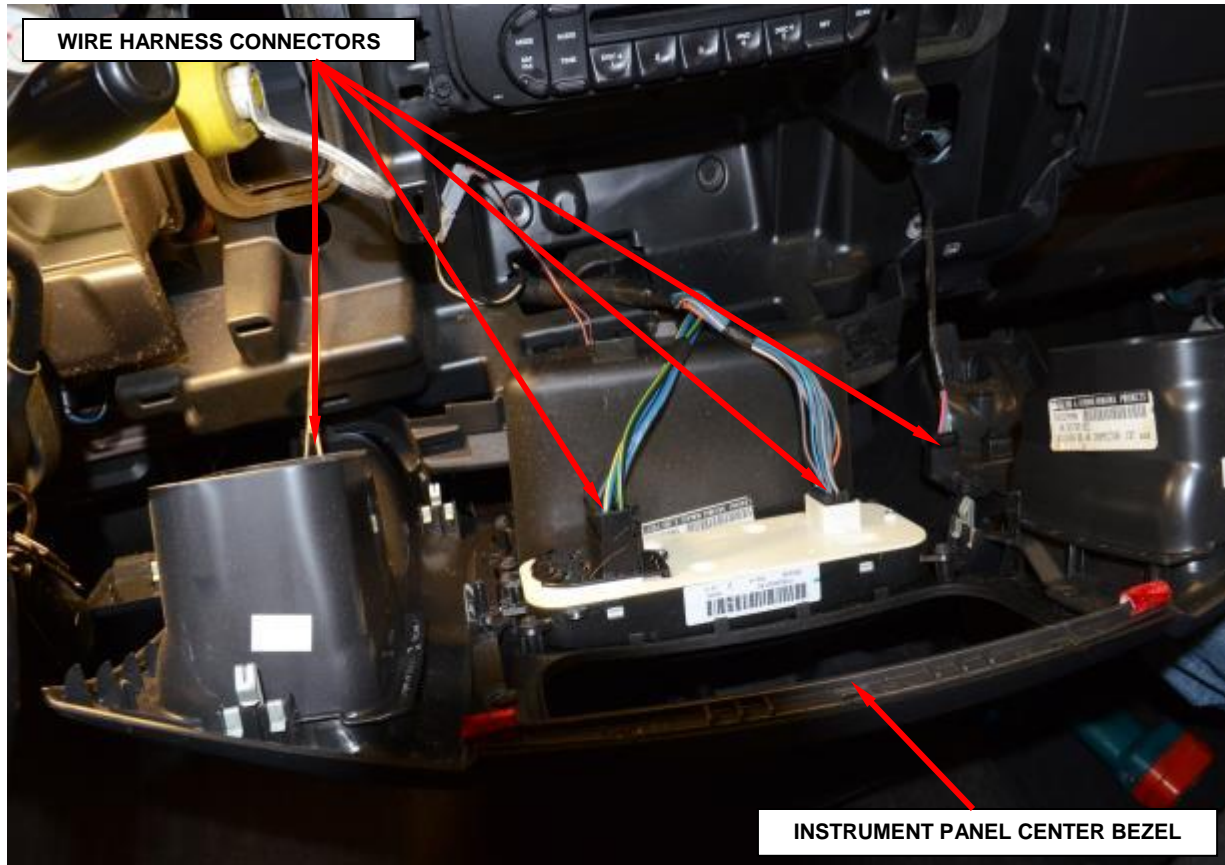


**Figure 4 – Steering Column Opening Cover**

- c. Remove and save the retaining screw that secures the instrument panel center bezel to the instrument panel (Figure 5).
  - d. Using a trim stick, disengage the retainer clips that secure the instrument panel center bezel to the instrument panel (Figure 5).



**Figure 5 – Instrument Panel Center Bezel**

**Service Procedure Continued**

**Figure 6 – Center Bezel Wire Harness Connectors**

- e. Disconnect the wire harness connectors and remove the instrument panel center bezel from the vehicle (Figure 6).
  - If the vehicle is equipped with a cup holder, continue with **Step 6**.
  - If the vehicle is equipped with a storage bin, continue with **Step 7**.

**NOTE: A storage bin replaces the cup holder in the instrument panel when the vehicle is equipped with a floor console and manual transmission.**

**Service Procedure Continued**

- 6. Use the following steps to remove the cup holder, if equipped:
  - a. Remove the Airbag Control Module (ACM) cover using a trim stick or another suitable wide flat-bladed tool. Gently pry each side of the ACM cover away from the instrument panel at each side of the center bracket on the floor panel transmission tunnel far enough to disengage the two snap clip retainers from the instrument panel receptacles (Figure 7).



Figure 7 – Airbag Control Module (ACM) Cover

- b. Remove and save the two upper screws that secure the cup holder to the instrument panel (Figure 8).

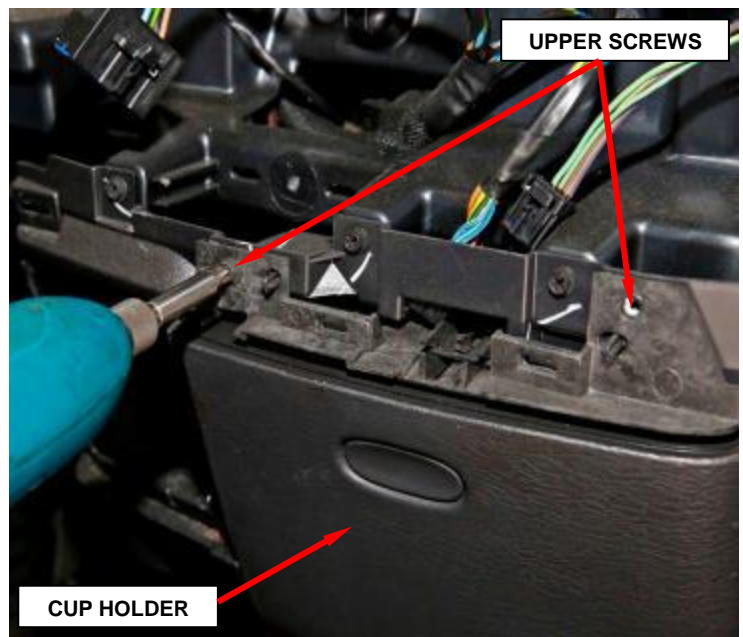


Figure 8 – Upper Cup Holder Screws



**Service Procedure Continued**

- c. Remove and save the two lower screws that secure the cup holder to the instrument panel (Figure 9).
- d. Open the cup holder and cup holder door then remove and save the two center screws that secure the cup holder to the instrument panel (Figure 10).
- e. Remove the cup holder from the vehicle and continue with **Step 8**.

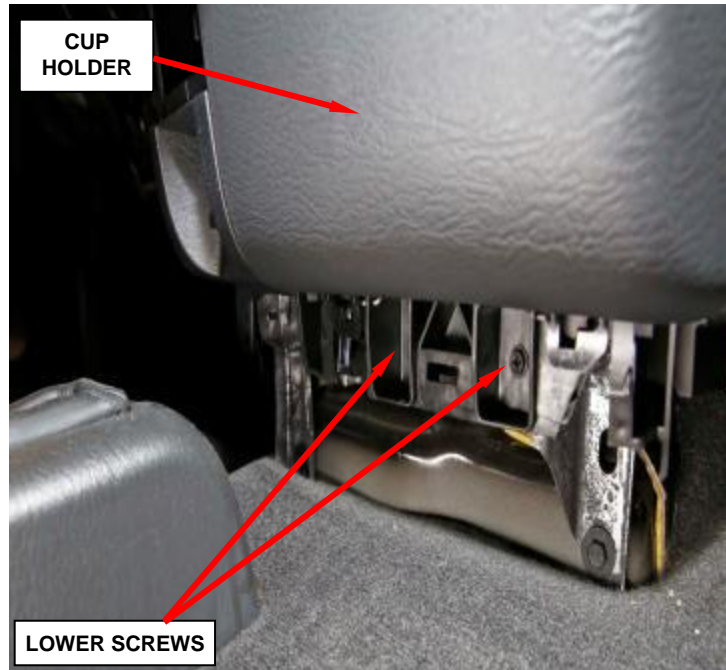


Figure 9 – Lower Cup Holder Screws

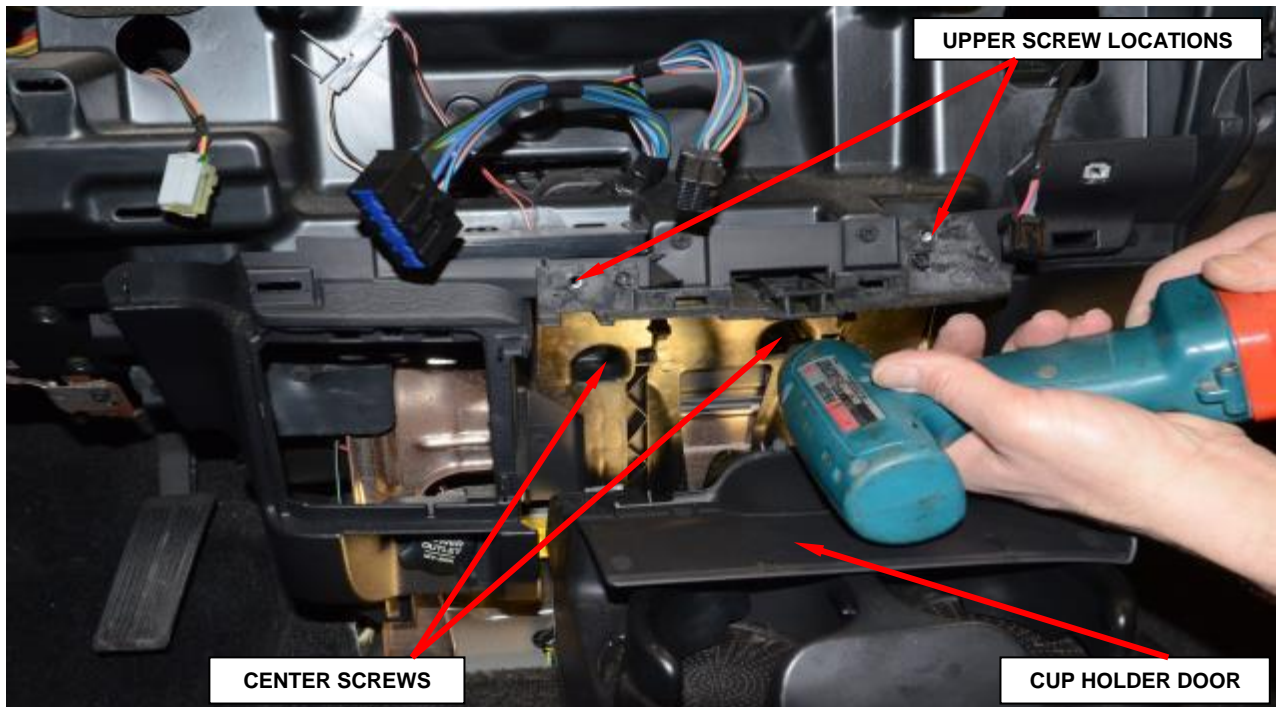


Figure 10 – Center Cup Holder Screws

**Service Procedure Continued**

7. Use the following steps to remove the storage bin, if equipped with a manual transmission.
  - a. Remove the 4WD gear shift boot, if equipped.
  - b. Remove the transmission gear shift lever extension.
  - c. Using a trim stick, disengage the retaining tabs that secure the manual transmission gear shift boot or storage bin (depending on application) to the floor console and remove the boot or storage bin.
  - d. Remove the three inserts from the floor console.
  - e. Remove and save the three bolts that secure the floor console to the floor panel.
  - f. Lift up the rear of the floor console to clear the gear shift lever, if equipped.
  - g. Slide the floor console rearward and remove it from the instrument panel.
  - h. Remove and save the four screws that secure the storage bin to the instrument panel and remove the storage bin.

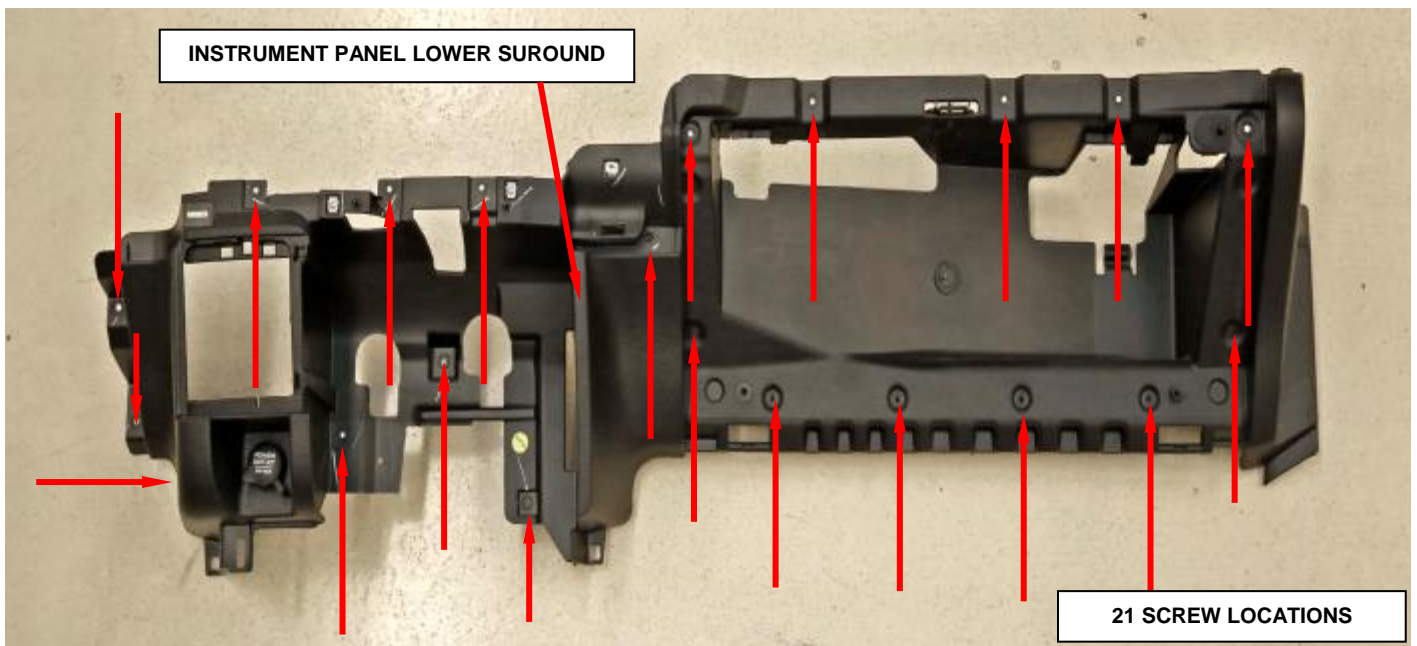
**Service Procedure Continued**

- 8. Use the following steps to remove the ash receiver:
  - a. Open the ash receiver and apply force in a downward motion to disengage the locking tabs from the instrument panel.
  - b. Roll the ash receiver further downward and remove it from the instrument panel.



**Figure 11 – Instrument Panel Lower Surround**

- 9. Remove and save the twenty one screws that secure the instrument panel lower surround to the instrument panel and support (Figure 11 and 12).



**Figure 12 - Instrument Panel Lower Surround Screw Locations**

**Service Procedure Continued**

10. Disconnect the wire harness connectors for the 12V power outlet and the glove box switch then remove the instrument panel lower surround.
11. Remove and save the screw that secures the mounting tab of the panel outlet housing to the upper glove box opening reinforcement (Figure 13).
12. Remove and save the six mounting screws that secure the inboard and lower flanges of the passenger airbag door to the instrument panel (Figure 14).



Figure 13 – Panel Outlet Housing Mounting Tab

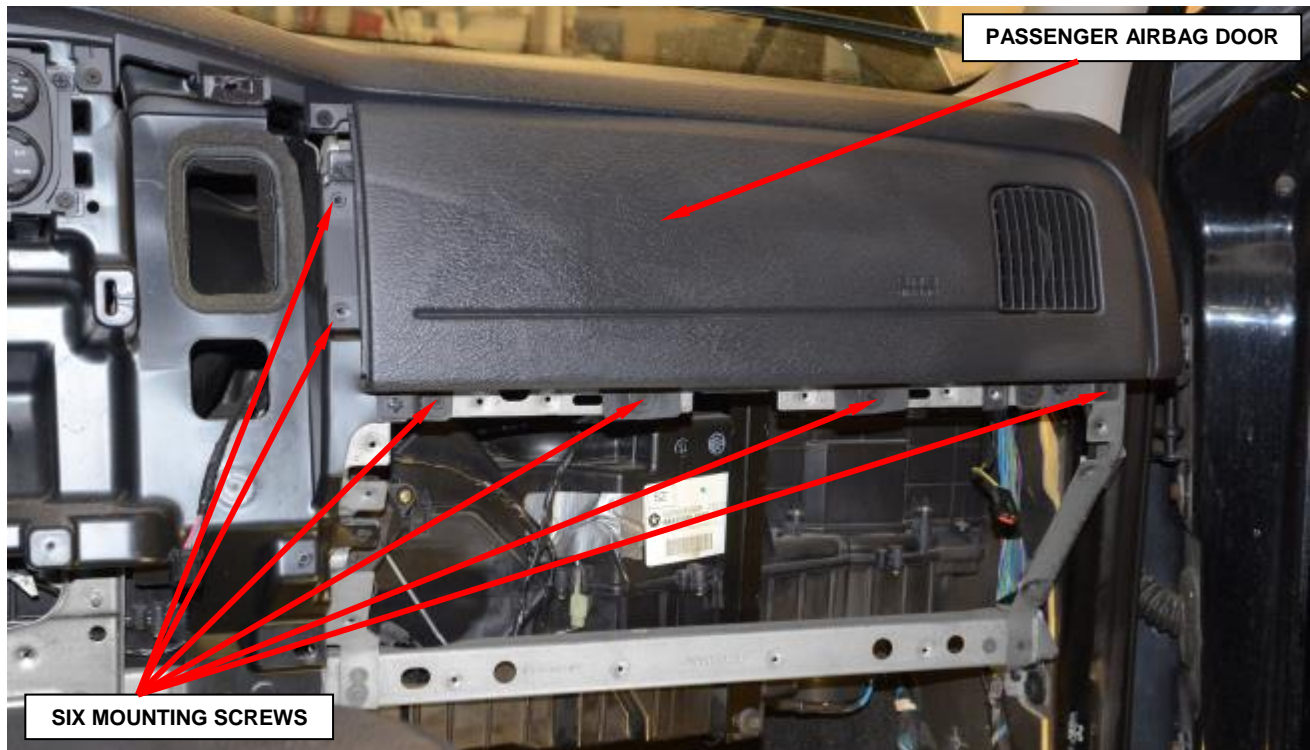
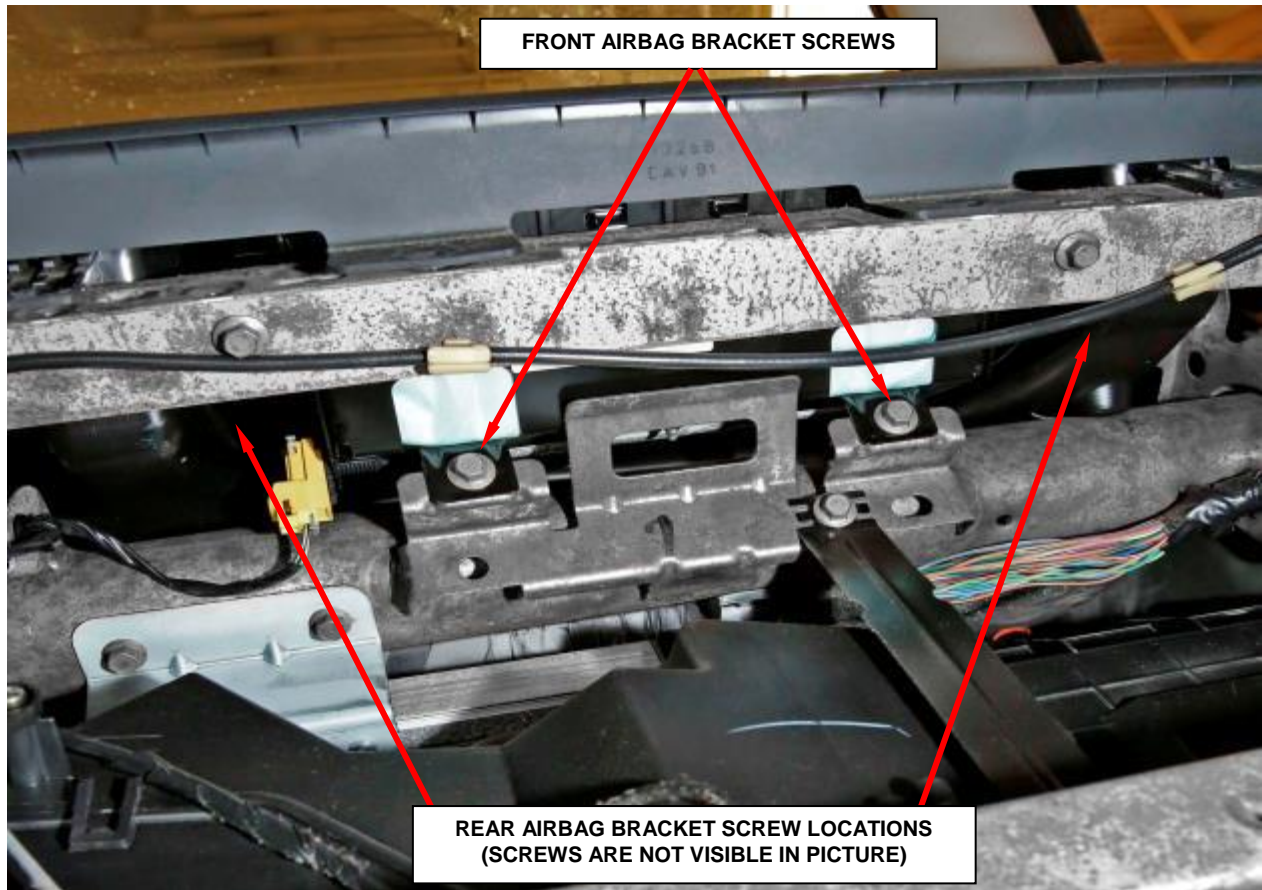


Figure 14 – Passenger Airbag Door Mounting Screws

**Service Procedure Continued**



**Figure 15 – Passenger Airbag Bracket Screws**

13. Reach through and above the glove box opening to access and remove the two screws that secure the passenger airbag rear brackets to the upper glove box opening reinforcement (Figure 15).
  
14. Reach through and above the glove box opening to access and remove the two screws that secure the passenger airbag front brackets to the instrument panel structural support (Figure 15).

**Service Procedure Continued**

15. Using a trim stick or another suitable wide flat-bladed tool, gently pry the upper and outboard edges of the passenger airbag door away from the instrument panel far enough to disengage the seven snap features on the door from the receptacles in the instrument panel base trim (Figure 16).
  
16. Pull the passenger airbag housing and door assembly straight back from the instrument panel far enough to access the instrument panel wire harness take out and connector for the airbag located on the inboard side of the airbag assembly (Figure 16).

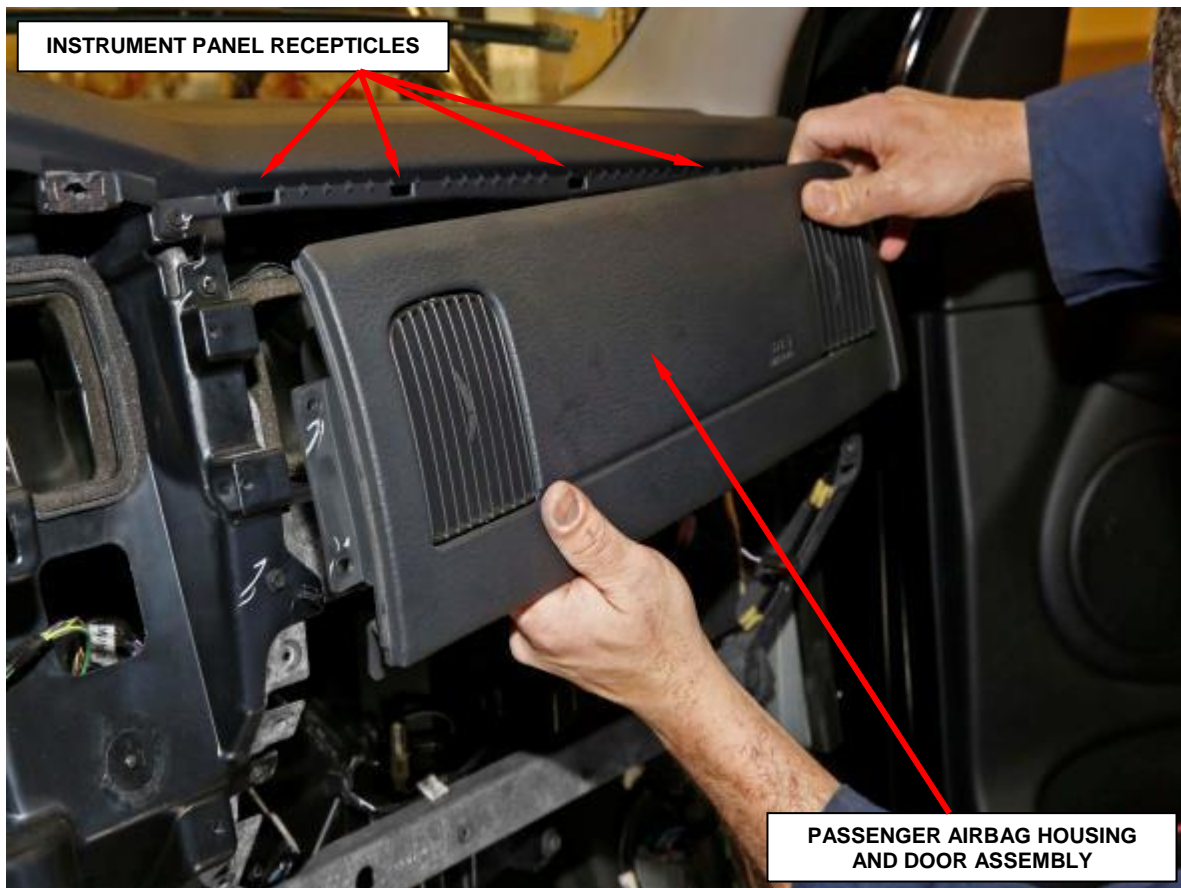
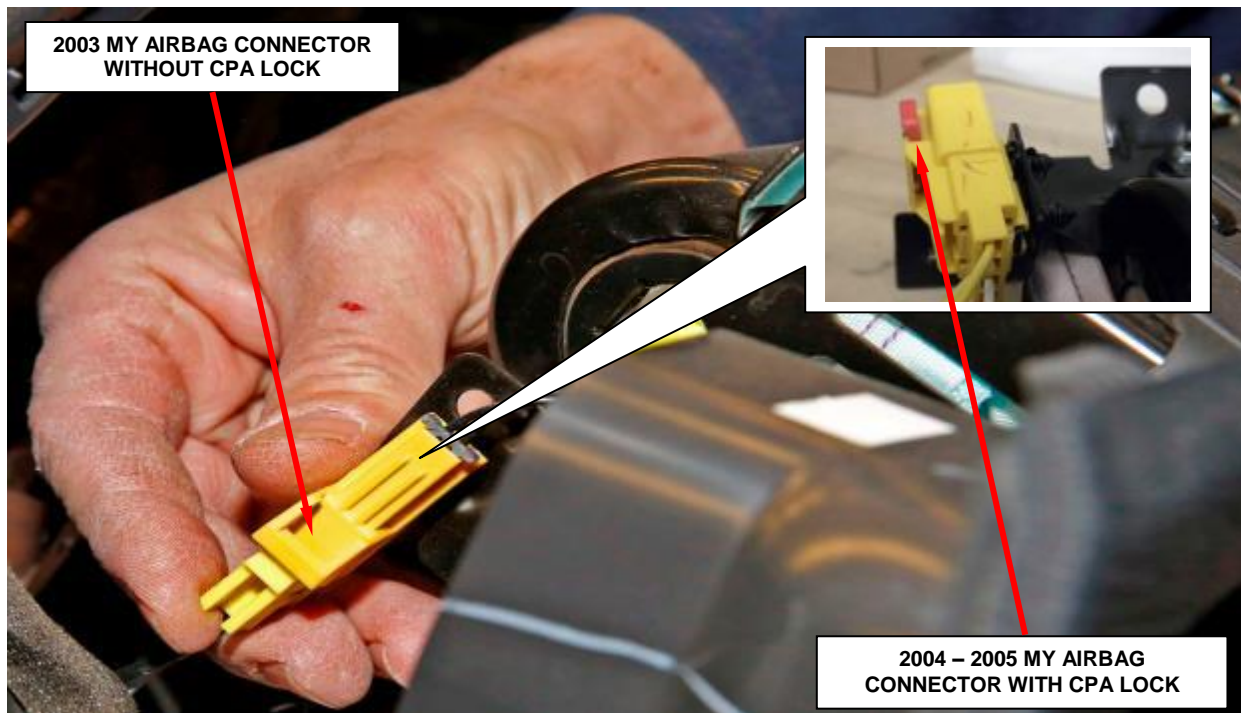


Figure 16 – Passenger Airbag Housing and Door Unit

**Service Procedure Continued**

**Figure 17 – Passenger Airbag Connector**

17. Use the following steps to disconnect the passenger airbag pigtail wire harness connector from the instrument panel wire harness connector for the airbag.
  - a. If equipped, slide the red Connector Position Assurance (CPA) lock on the connector toward the side of the connector (Figure 17).
  - b. Depress the connector latch tab and pull the two halves of the connector straight away from each other.
  
18. Remove the passenger airbag and airbag door from the instrument panel as a unit.

**Service Procedure Continued**

19. Remove the passenger airbag assembly from the instrument panel as a unit and check the part number.

➤ **If the passenger airbag part number is 5GR78WL5AE, 5GR78XDVAE, or 5GR78YQLAE** continue with Step 20.

➤ **If the passenger airbag part number is:**

➤ **5GR78WL5AD, 5GR78XDVAD or 5GR78YQLAD**

➤ **5GR78WL5AC, 5GR78XDVAC or 5GR78YQLAC**

➤ **5GR78WL5AB, 5GR78XDVAB or 5GR78YQLAB**

➤ **5GR78WL5AA, 5GR78XDVAA or 5GR78YQLAA**

**a new inflator is not required**, continue with Step 21 to reinstall the original passenger airbag assembly.

20. Use the following procedure to retrofit the passenger side airbag assembly.

a. Place the passenger airbag assembly on a flat soft surface to prevent damage.

b. Disengage the trim cover clips and remove the airbag module from the trim cover (Figure 18).

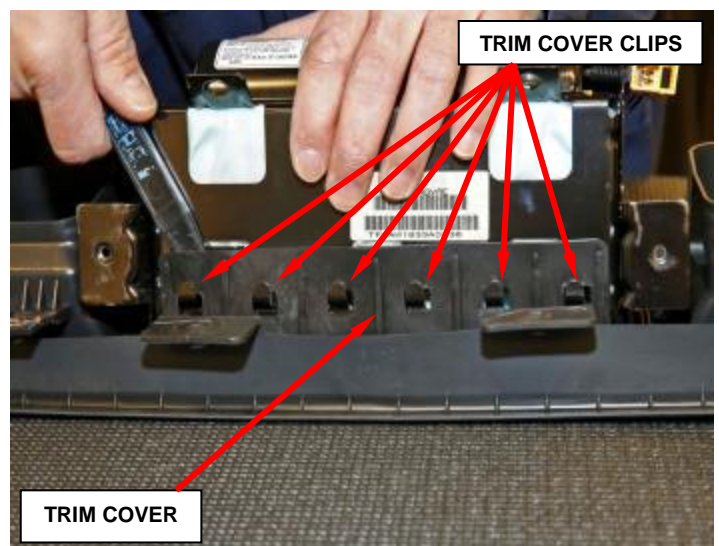
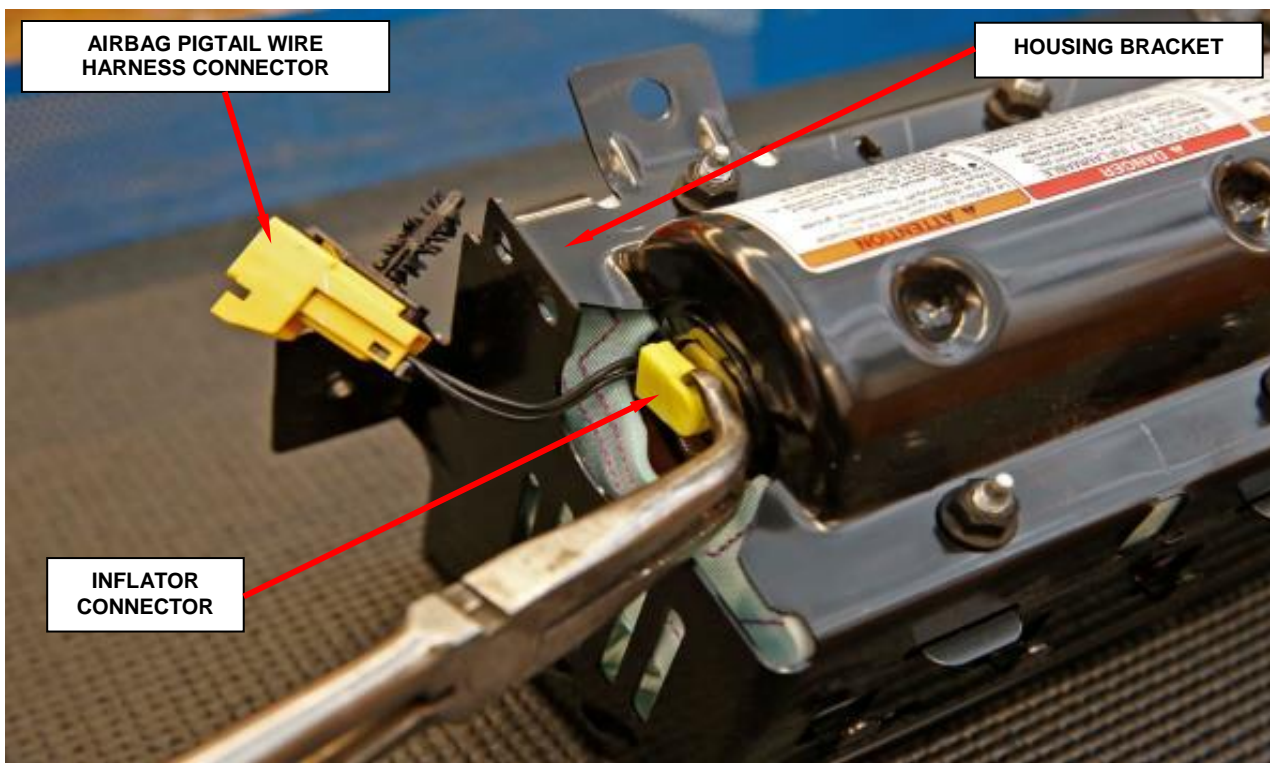


Figure 18 – Trim Cover Clips



**Service Procedure Continued**

- c. Disconnect the airbag pigtail wire harness connector from the housing bracket and the inflator connector from the inflator using pliers and discard the wire harness jumper (Figure 19).



**Figure 19 – Wire Harness Connectors**

**Service Procedure Continued**

- d. Remove and discard the six cushion/inflator mounting nuts which attach the housing to the cushion (Figure 20).
- e. Remove the cushion/inflator assembly from the housing (Figure 21).

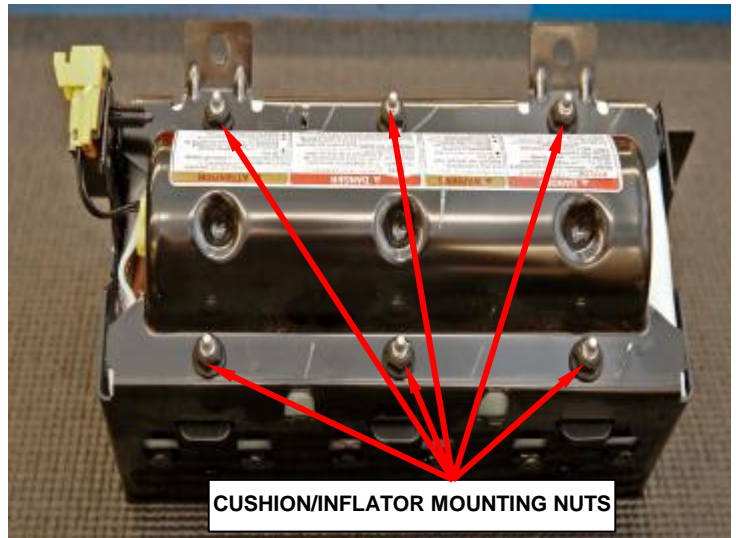


Figure 20 – Cushion/Inflator Mounting Nuts

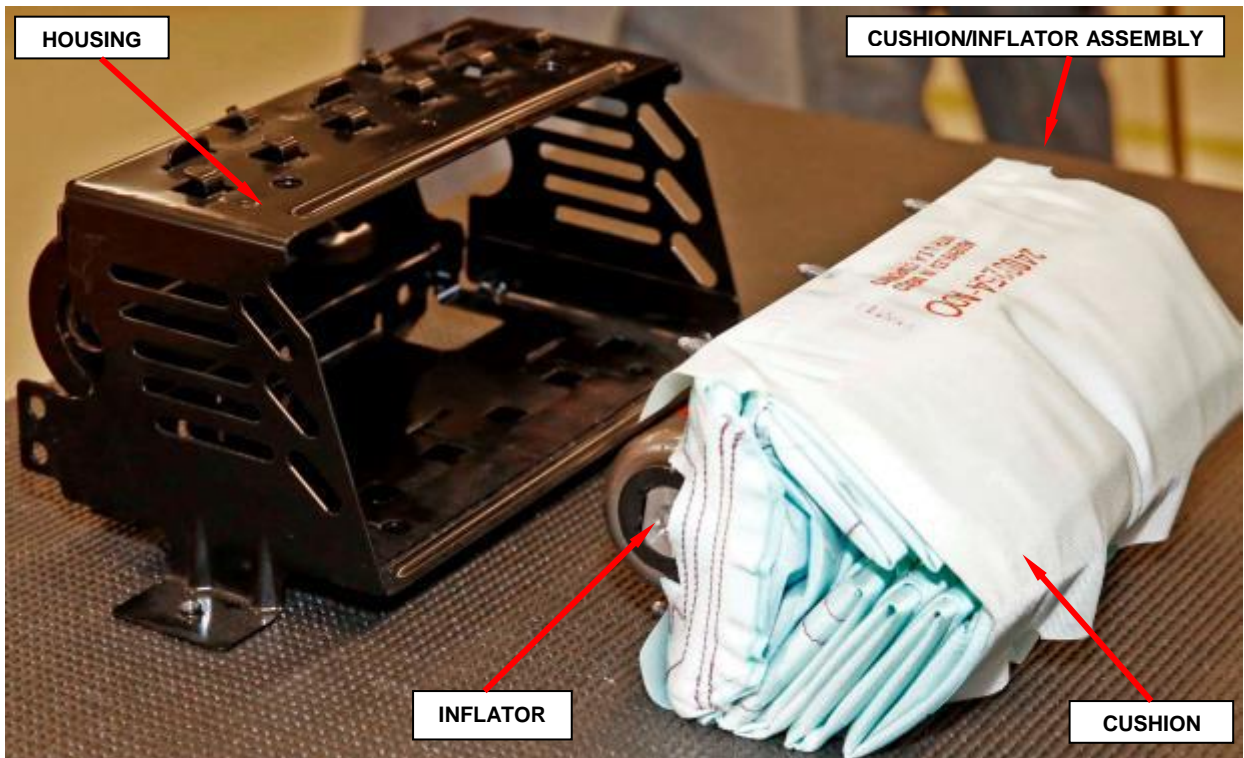


Figure 21 – Cushion/Inflator Assembly

**Service Procedure Continued**

- f. Remove the inflator from the cushion (Figure 22).
- g. Install the new inflator to the cushion, keyed end first (Figure 23).

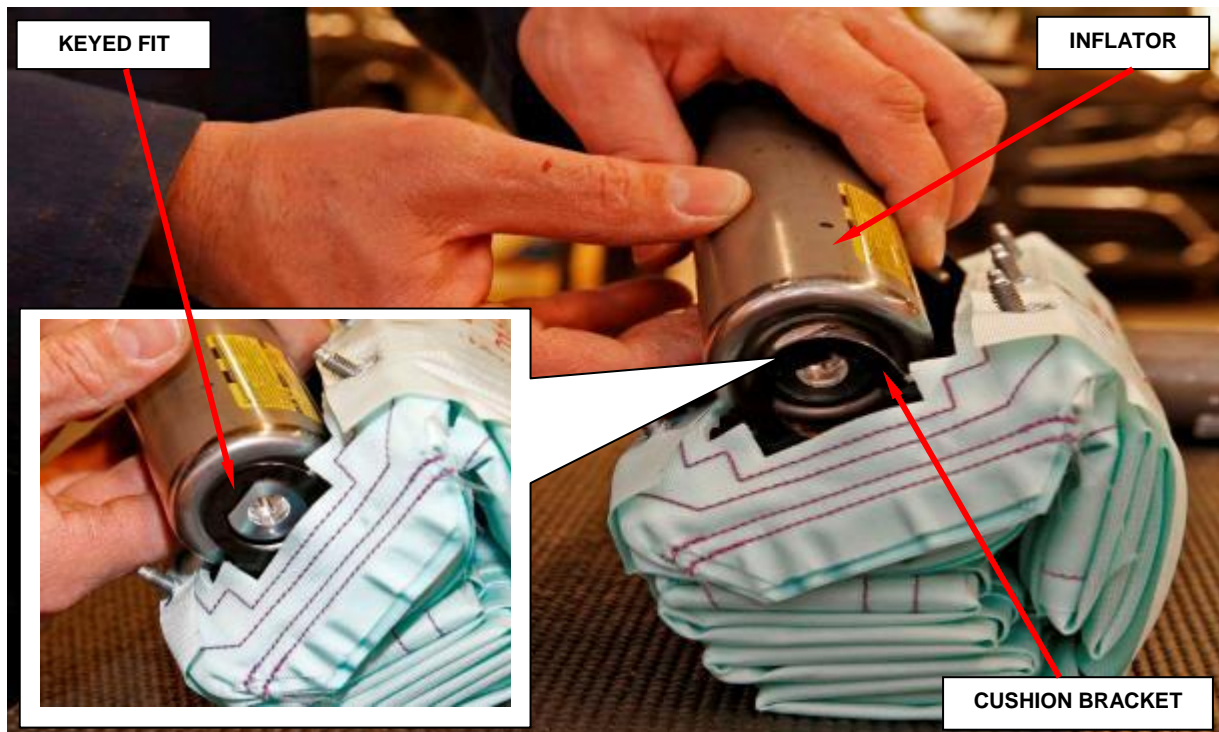
**NOTE: The inflator is keyed to fit into the cushion bracket (Figure 23).**

**NOTE: Remove the protective tape from the end of the new inflator.**



**Figure 22 – Inflator and Cushion**

- h. Secure the other end of the inflator into the bracket after the keyed end is installed.



**Figure 23 – Inflator Keyed End**

**Service Procedure Continued**

- i. Insert the cushion/inflator assembly into housing ensuring correct orientation as shown (Figure 24).

**NOTE: Ensure proper inflator fit. Note error proofing tab when reassembling to housing (Figure 24).**

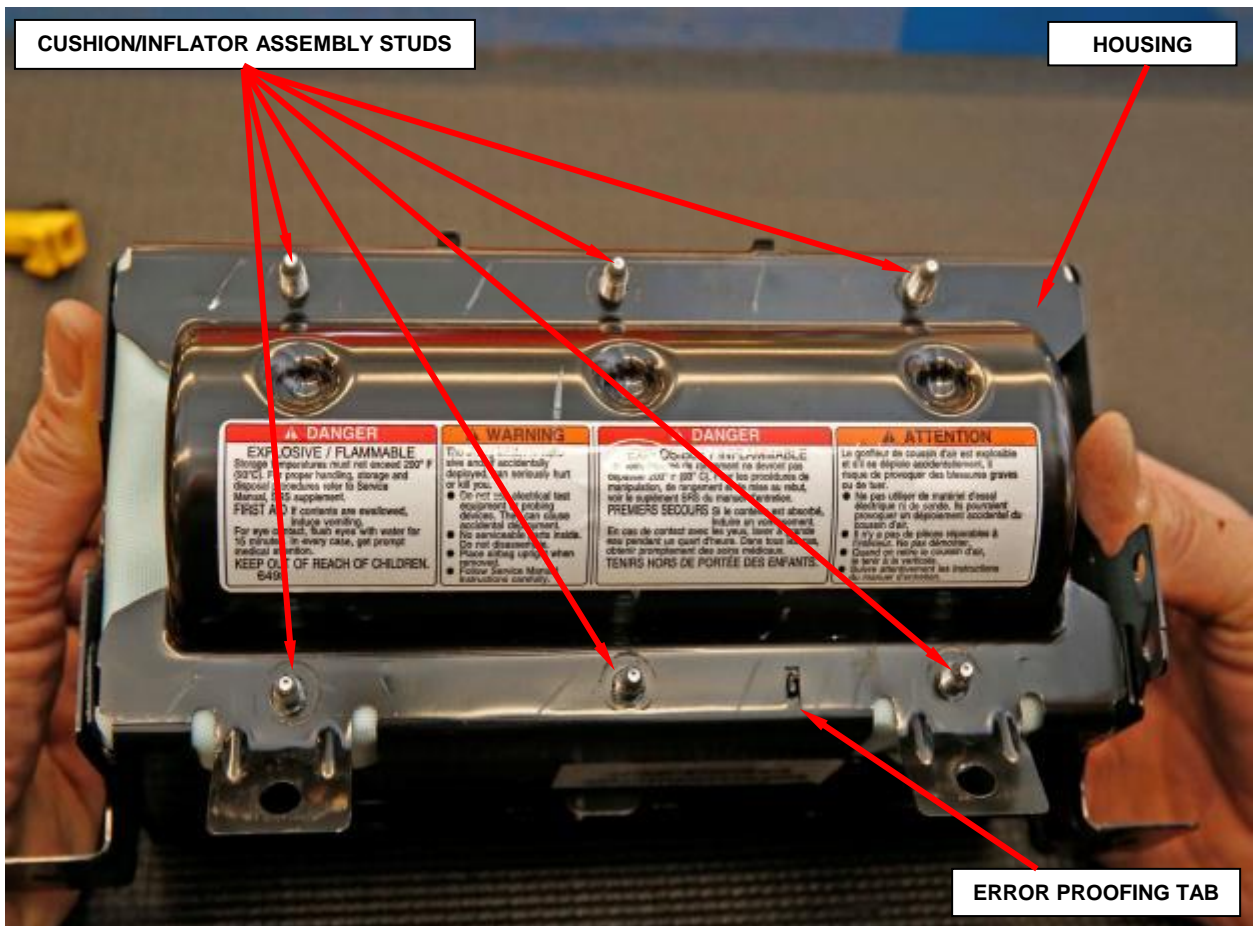


Figure 24 – Error Proofing Tab

**Service Procedure Continued**

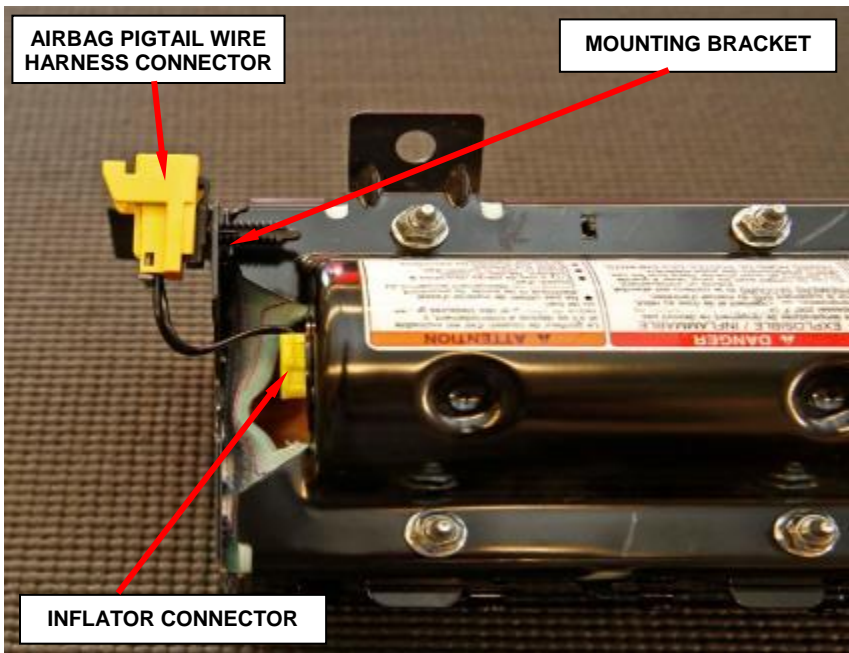


**Figure 25 – Cushion/Inflator Assembly Mounting Nuts**

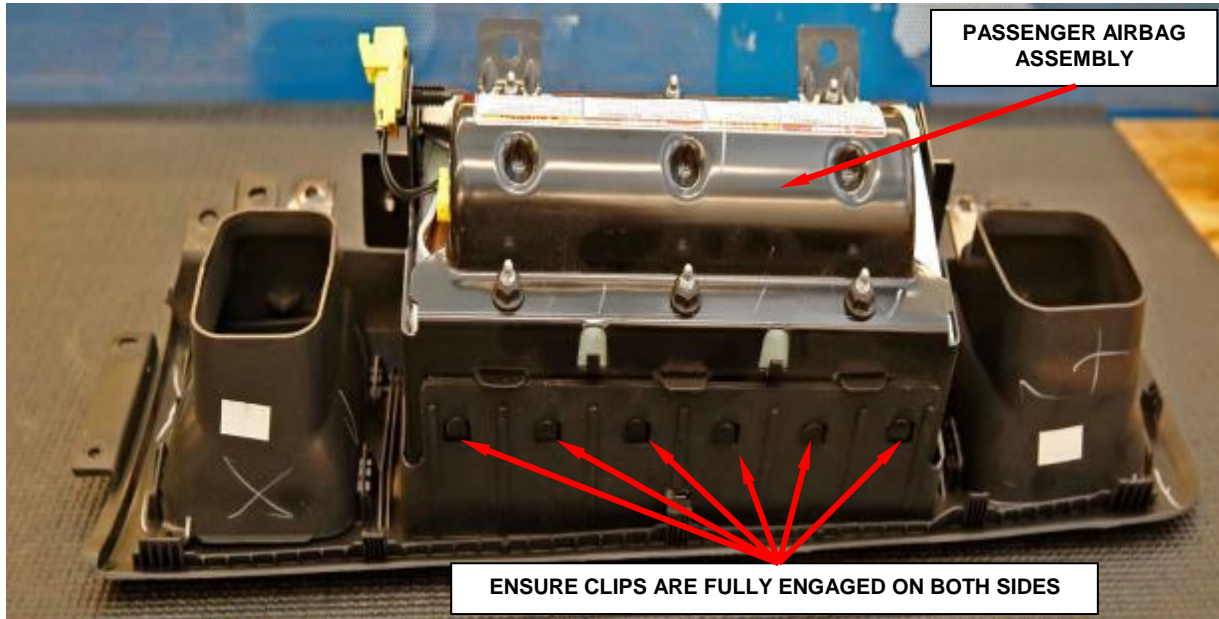
- j. Install the six new cushion/inflator mounting nuts and tighten to 88 in. lbs. (10 N·m) (Figure 25).

- k. Connect the new airbag pigtail wire harness connector to the mounting bracket on the housing (Figure 26).

- l. Connect the new inflator connector to the inflator (Figure 26).



**Figure 26 – Wire Jumper Connectors**

**Service Procedure Continued****Figure 27 – Passenger Airbag Assembly**

- m. Install the passenger airbag assembly back into the cover, securing the clips on both sides (Figure 27).

**WARNING:** To avoid personal injury or death, the passenger airbag door must never be painted. Replacement passenger airbag units are serviced with doors in the original colors. Paint may change the way in which the material of the airbag door responds to an airbag deployment. Failure to observe this warning could result in occupant injuries upon airbag deployment.

**WARNING:** To avoid personal injury or death, the trim bezel on the lower edge of the passenger airbag door on SRT-10 models must never be removed or transferred to another passenger airbag door. Replacement passenger airbag units are serviced with doors that include a replacement trim bezel. Failure to observe this warning could result in trim bezel separation and occupant injuries upon airbag deployment.

**Service Procedure Continued**

**WARNING:** To avoid personal injury or death, use extreme care to prevent any foreign material from entering the passenger airbag, or becoming entrapped between the passenger airbag cushion and the passenger airbag door. Failure to observe this warning could result in occupant injuries upon airbag deployment.

21. Carefully position the passenger airbag assembly to the instrument panel as a unit.
22. Connect the passenger airbag pigtail wire connector to the instrument panel wire harness connector for the airbag. This connector is secured to the inboard side of the airbag housing. Be certain that the latch on the connector and the red Connector Position Assurance (CPA) lock, if equipped, are each fully engaged (Figure 17).
23. Position the passenger airbag housing and door unit into the instrument panel.
24. Using hand pressure, press firmly and evenly over each of the seven snap features on the upper and outboard edges of the passenger airbag door until they snap into their receptacles in the instrument panel base trim.
25. Reach through and above the glove box opening to install the two screws that secure the passenger airbag front brackets to the instrument panel structural support. Tighten the screws to 55 in. lbs. (6 N·m) (Figure 15).
26. Reach through and above the glove box opening to install the two screws that secure the passenger airbag rear brackets to the upper glove box opening reinforcement. Tighten the screws to 55 in. lbs. (6 N·m) (Figure 15).
27. Install the six mounting screws that secure the inboard and lower flanges of the passenger airbag door to the instrument panel. Tighten the screws to 20 in. lbs. (2 N·m) (Figure 14).
28. Install the screw that secures the mounting tab of the panel outlet housing to the upper glove box opening reinforcement. Tighten the screw to 20 in. lbs. (2 N·m) (Figure 13).

**Service Procedure Continued**

29. Position the instrument panel lower surround to the instrument panel and connect the wire harness connectors for the 12V power outlet and the glove box switch.
30. Install the instrument panel lower surround onto the instrument panel and install the twenty one screws. Tighten the screws to 20 in. lbs. (2 N·m) (Figures 11 and 12).
31. Install the cup holder or storage bin, if equipped (Figures 8, 9 and 10).
32. Install the center bezel.
  - a. Connect all electrical connectors (Figure 6).
  - b. Position and gently clip into place.
  - c. Install one screw on right side (Figure 5).
33. Install the ACM cover (Figure 7).
34. Install the ash receiver.
35. Install the steering column opening cover (Figure 4).
36. Install the glove box (Figure 3).
37. Install the right side scuff panel (Figure 2).
38. Install the right instrument panel side cover (Figure 1).
39. Continue with **Section B. Supplemental Restraint System (SRS) Verification Test.**



**Service Procedure Continued****B. Supplemental Restraint System (SRS) Verification Test**

**NOTE: During the following test, the negative battery cable remains disconnected and isolated during steps 1 and 2 of the Supplemental Restraint System (SRS) Verification Test.**

**NOTE: The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure.**

1. Connect the wiTECH VCI pod to the vehicle data link connector located under the steering column.
2. Turn the ignition switch to the “ON” position and exit the vehicle and close the doors.
3. Check to be certain that nobody is in the vehicle, then connect the battery negative cable(s).
4. Open the wiTECH Diagnostic application.
5. Starting at the “Select Tool” screen, select the row/tool for the wiPOD device you are using, then select “Next”.
6. Enter your “User id” and “Password”, then select “Finish”.

**NOTE: If wiTECH is unable to identify the connected vehicle, click on the Launch DRB III button and use the DRB III Emulator tool.**

7. Clear all DTC’s in all modules using either the wiTECH or the DRB III mode.

**NOTE: Any active Diagnostic Trouble Codes (DTC’s) may require an additional key cycle from “ON” to “OFF” to change DTC status from “active” to “stored”.**

**Service Procedure Continued**

8. Turn the ignition switch to the “**OFF**” position for about 15 seconds, and then back to the “**ON**” position. Observe the airbag indicator in the instrument cluster.
  - The airbag indicator in the instrument cluster should illuminate for six to eight seconds, and then go out. This indicates that the SRS is functioning normally and that the repairs are complete. Turn the ignition to the “**OFF**” position and continue with **Step 9**.
  - If the airbag indicator fails to light or the light and stays ON, there is still an active SRS fault or malfunction. Refer to the appropriate diagnostic information to diagnose the problem.
9. Close the hood, remove the wiTECH VCI pod.
10. Use the procedure on pages 2 and 3 to return the original inflator.
11. Return the vehicle to the customer.

**Completion Reporting and Reimbursement**

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by FCA US LLC to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	<b><u>Labor Operation Number</u></b>	<b><u>Time Allowance</u></b>
Inspect Passenger Airbag Part Number and Conduct Supplemental Restraint System Verification Test (2003 DR)	08-R2-61-81	0.9 hours
Replace Passenger Airbag Inflator and Conduct Supplemental Restraint System Verification Test (2003 DR)	08-R2-61-82	1.1 hours
<b><u>Optional Equipment</u></b>		
Equipped with Manual Transmission (2003 DR)	08-R2-61-60	0.2 hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

**Dealer Notification**

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

**Owner Notification and Service Scheduling**

All involved vehicle owners known to FCA US LLC are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

**Vehicle Lists, Global Recall System, VIP and Dealer Follow Up**

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

**Dealers must perform this repair on all unsold vehicles before retail delivery.** Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

*Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.*

**Additional Information**

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations  
FCA US LLC

## **IMPORTANT SAFETY RECALL**

**R26 / NHTSA 15V-312**

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

This notification letter is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear: (Name)

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain **2003 model year Dodge RAM 1500/2500/3500 Pickup trucks**.

***The problem is...*** The passenger airbag inflator housing in your vehicle may rupture, due to excessive internal pressure, during normal airbag deployment events. This condition is more likely to occur if your vehicle has been exposed to high levels of absolute humidity for extended periods of time. The inflator could rupture with metal fragments striking the vehicle occupants potentially resulting in serious injury or death.

***What your dealer will do...*** FCA will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace your passenger frontal airbag inflator. The work will take up to 1 ½ hours to complete. However, additional time may be necessary depending on service schedules.

***What you must do to ensure your safety...*** Simply contact your Chrysler, Jeep, Dodge or RAM dealer right away to schedule a service appointment. Please bring this letter with you to your dealer.

***If you need help...*** If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either [fcarecalls.com](http://fcarecalls.com) or 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to [fcarecalls.com](http://fcarecalls.com).

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](http://www.fcarecallreimbursement.com) to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: **FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement**. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [safercar.gov](http://safercar.gov).

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations  
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.