



July 2016

Dealer Service Instructions for:

Safety Recall S30 / NHTSA 16E-041

Mopar Canvas Seat Covers

Models

2012 - 2016 (DS) RAM 1500 Pickup

2012 - 2016 (DJ) RAM 2500 Pickup

2012 - 2016 (D2) RAM 3500 Pickup

NOTE: This recall applies only to the above vehicles equipped with an owner purchased and installed Mopar canvas seat cover kit built through June 15, 2016 (MDH 061522).

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

Mopar canvas seat cover kits may have been installed on about 500 of the above vehicles. When installed, the front canvas seat covers may prevent the proper deployment of the seat thorax airbag, potentially resulting in delayed or improper deployment of that airbag during a crash. A delayed, or improperly deployed, seat thorax airbag during a crash increases the risk of front seat occupant injury.

Repair

The front canvas seat covers must be removed from all vehicles.

Parts Information

No parts are required to perform this service procedure.

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

NOTE: If the customer prefers to remove the front canvas seat covers and brings them to your dealer; provide the owner with repair order paperwork to allow the customer to file for a full refund of the purchase price. Instruct the customer to contact the FCA Group Recall Assistance Center at either fcarecalls.com or 1 800-853-1403 All front canvas seat covers must be returned to the dealer for disposal in order to receive a full refund.

1. Inspect the front seat covers.

- If the front seat covers **are** Mopar canvas style, continue to **Step 2** (Figure 1).
- If the front seat covers **are not** Mopar canvas style, they are not included in this recall, return the vehicle to the customer.

2. Remove, destroy and discard **all** Mopar front canvas seat covers.

3. Provide the owner with repair order paperwork to allow the customer to file for a full refund of the purchase price. Instruct the customer to contact the FCA Group Recall Assistance Center at either fcarecalls.com or 1 800-853-1403.



Figure 1 - Mopar Front Canvas Seat Covers

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 to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect for canvas seat cover(s)	23-S3-01-81	0.0 hours
Remove and discard canvas seat cover(s)	23-S3-01-82	0.2 hours

Special Service Operation

Flat Fee for Inspecting for canvas seat covers	95-23-30-50	\$5.00
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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 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

S30 / NHTSA 16E-041

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

Dear: (Name)

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain aftermarket Mopar canvas front seat covers that can be used on **2012 through 2016 model year RAM 1500/2500/3500 Pickup trucks**. **Our records show that you may own these Mopar canvas seat covers.**

The problem is... The front canvas seat covers may prevent the proper deployment of the seat thorax airbag, potentially resulting in delayed or improper deployment of that airbag during a crash. A delayed, or improperly deployed, seat thorax airbag during a crash increases the risk of front seat occupant injury.

What your dealer will do... FCA US will remove the seat covers from your vehicle and provide you a full refund of the purchase price. The work will take about ½ hour 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. **If you purchased Mopar canvas seat covers and you prefer to remove the front seat covers yourself to ensure your safety, simply remove them and bring them with this letter to your dealer for a full refund. All front canvas seat covers must be returned to the dealer for disposal in order to receive a full refund.**

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 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.

If you have already experienced this specific condition and have paid to have it repaired, you may visit 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 US 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.

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.

IMPORTANT SAFETY RECALL

S30 / NHTSA 16E-041

To: All FCA US Dealers

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain aftermarket equipment capable of being installed in **2012 through 2016 model year RAM 1500/2500/3500 pickup trucks**. Accordingly, a safety recall to address this equipment concern is being initiated effective June 29, 2016.

Mopar Canvas Seat Covers may have been installed on a customer's truck. When installed, the front canvas seat covers may impede the deployment of the seat thorax airbag, potentially resulting in delayed or improper deployment of the seat thorax airbag during a crash. A delayed, or improperly deployed, seat thorax airbag during a crash increases the risk of front seat occupant injury.

Owners that are known to FCA US to have purchased Mopar Canvas Seat Covers will be notified by mail about this recall and will be instructed to contact their authorized Chrysler, Dodge, Jeep or RAM dealership right away to schedule a service appointment to have the front seat covers removed. If the customer prefers to remove the front seat covers themselves, they have been instructed to bring them, as well as their notification letter, to their dealer. **Any front seat covers that are returned must be destroyed by the dealership.**

Upon completion of the removal and disposal of the Mopar Canvas front seat covers canvas, **dealership personnel should provide the customer with a copy of their recall repair order invoice and instruct the customer to contact the FCA US Recall Assistance Center at 1-800-853-1403 to request a full refund. Front canvas seat covers must be returned to an authorized CDJR dealership for disposal in order for a customer to receive a full refund.**

Customer Search by Dealer

FCA US dealers should review sales records to help identify any additional customers that may have purchased Mopar Canvas Seat Covers for a 2012 through 2016 model year RAM 1500/2500/3500 pickup truck. The dealership should attempt to inform those customers that can be identified of the safety recall, as well as provide instructions on how the customer should proceed. In addition, the dealer should contact Customer Care at CCRecall@fcagroup.com and provide the customer's name and VIN for communication to FCA US. If an appointment can be made, the dealer should remove the front canvas seat covers and provide the owner with the recall repair order invoice to allow the customer to request a full refund of the purchase price. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

Please be reminded that it is a violation of Federal Law for you to sell or lease vehicles with Mopar Canvas Sea Covers covered by this notification. Substantial civil penalties apply to violations of this law.

Your assistance with this safety recall is appreciated. Should you or your customers have any questions or concerns, please contact the FCA US Recall Assistance Center at 1-800-853-1403.