



Revision 1 April 2018

Dealer Service Instructions for:

# **Safety Recall T82 / NHTSA 17V-824 Fire Extinguisher**

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*NOTE: Added 2017 (MP) Jeep® Compass vehicles involved to this campaign.*

## **Models**

<b>2012</b>	<b>(DS) RAM 1500 Pickup Truck</b>
<b>2015</b>	<b>(DS) RAM 1500 Pickup Truck</b>
<b>2013 - 2018</b>	<b>(DJ) RAM 2500 Pickup Truck</b>
<b>2014 - 2018</b>	<b>(D2) RAM 3500 Pickup Truck</b>
<b>2012 - 2018</b>	<b>(DD) RAM 3500 Chassis Cab Truck</b>
<b>2016 - 2018</b>	<b>(DF) RAM 3500 10K GVWR Chassis Cab Truck</b>
<b>2012 - 2018</b>	<b>(DP) RAM 4500/5500 Chassis Cab Truck</b>
<b>2004</b>	<b>(HB) Dodge Durango SUV</b>
<b>2014</b>	<b>(JC) Dodge Journey SUV</b>
<b>2014 - 2016</b>	<b>(KL) Jeep Cherokee SUV</b>
<b>2009</b>	<b>(LC) Dodge Challenger 2-Door</b>
<b>2016</b>	<b>(LD) Dodge Charger 4-Door</b>
<b>2011</b>	<b>(MK) Jeep Patriot SUV</b>
<b>2017</b>	<b>(MK) Jeep Compass SUV</b>
<b>2015 - 2016</b>	<b>(PF) Dodge Dart 4-Door</b>
<b>2007</b>	<b>(PM) Dodge Caliber Hatchback</b>
<b>2014 - 2016</b>	<b>(RT) Dodge Grand Caravan Van</b>
<b>2014 - 2016</b>	<b>(RT) Chrysler Town and Country Van</b>

**Models (Continued)**

2018 (RU) Chrysler Pacifica Van  
2014 - 2017 (VF) RAM ProMaster Van  
2015 - 2017 (VM) RAM ProMaster City Van  
**2017 (MP) Jeep® Compass**

*NOTE: This recall applies only to the above vehicles equipped with a Kidde brand fire extinguisher.*

**IMPORTANT:** Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

**Subject**

About 62,200 of the above vehicles may be equipped with a Kidde brand fire extinguisher. Some Kidde brand fire extinguishers with plastic handles recalled by Kidde may become clogged or require excessive force to discharge and can fail to activate during a fire. In addition, the nozzle can detach with enough force to pose an impact hazard. If a fire extinguisher does not function properly, it is possible that someone could be injured or killed in a fire.

**Repair**

The fire extinguisher must be inspected to determine whether a replacement is needed and replaced if found to be one of the fire extinguishers recalled by Kidde.

The letter mailed to vehicle owners, instructs the vehicle owner to contact Kidde directly in order to obtain a replacement fire extinguisher. If a customer requests assistance with this process, please assist the customer. The dealer may remedy a customer's vehicle using the same process as an unsold vehicle.

### **Parts Information**

Replacement fire extinguishers will be supplied directly from Kidde.

Follow the “**Service Procedure**” steps for fire extinguisher identification and ordering instructions.

### **Parts Return**

Recalled fire extinguishers must be returned to Kidde in the return box which will be provided by Kidde.

### **Special Tools**

No special tools are required to perform this service procedure.

**Service Procedure**

1. Locate the fire extinguisher within the vehicle (Figure 1).

The fire extinguisher is typically located within the roadside safety kit (Figure 1). The roadside safety kit is typically stored in one of these locations:

- Pickup Truck – Behind seat.
- Cargo Van – Under passenger seat.
- Sport Utility – Cargo area.
- Passenger vehicle – Trunk/Cargo area.

Location of the fire extinguisher and/or roadside safety kit may vary depending on vehicle configuration and/or customer preference.

- **Yes:** The fire extinguisher has been located. Proceed to **Step 2**.
- **No:** The fire extinguisher was **not** located. Confirmed no fire extinguisher is in the vehicle. Claim the inspection LOP, this recall has been completed.

2. Remove the fire extinguisher from the roadside safety kit (Figure 1). The fire extinguisher may still be inside the manufacturer's box.



**Figure 1 – Typical Roadside Safety Kit.**  
**Fire Extinguisher Type, Safety Kit Bag Style/Color, and Contents May Vary.**

**Service Procedure (Continued)**

3. Was the fire extinguisher manufactured by Kidde?
  - **Yes:** The fire extinguisher was manufactured by Kidde. Proceed to **Step 4**.
  - **No:** The fire extinguisher was **not** manufactured by Kidde. Return the fire extinguisher to its original location then claim the inspection LOP. This recall has been completed.
  
4. There are two models of Kidde brand fire extinguishers impacted by this recall (Figure 2).
  - Plastic Handle Fire Extinguishers
  - Push-Button Fire Extinguishers

If the Kidde brand fire extinguisher is either of these types, visit the Kidde website at [www.kidde.com](http://www.kidde.com) to find instructions on how to inspect the fire extinguisher to determine whether a replacement is needed. For assistance with determining the fire extinguisher type, contact Kidde at 1-855-262-3540.



**Figure 2 – Kidde Brand Fire Extinguishers Impacted by This Recall**

**Service Procedure (Continued)**

5. Is this fire extinguisher impacted by this recall?
- **Yes:** The fire extinguisher is impacted by this recall. Proceed to **Step 6**.
  - **No:** The fire extinguisher is **not** impacted by this recall. Return the fire extinguisher to its original location then claim the inspection LOP. This recall has been completed.
6. After inspecting the fire extinguisher and determining that a replacement is required, the replacement may be ordered online at [www.kidde.com](http://www.kidde.com) or contact Kidde directly at 1-855-262-3540 between 8:30 a.m. and 5:00 p.m. Eastern Standard Time Monday through Friday (excluding holidays), or between 9:00 a.m. and 3:00 p.m. Eastern Standard Time Saturday and Sunday to obtain a new fire extinguisher at no charge. **Do not place the recalled fire extinguisher back in the vehicle.**
- a. Have the Vehicle Identification Number (VIN) ready.
  - b. Visit: “[www.kidde.com](http://www.kidde.com)”.
  - c. Click on “**Product Safety Recall Notice**”.
  - d. Select “**Country**”.
  - e. Select the type of fire extinguisher, “**Plastic Handle**” or “**Push Button**” within the “**RV/Vehicle**” section.
  - f. Enter “**Contact Details**” and “**Address**” then press “**Next**”.
  - g. Enter the fire extinguisher “**Model & Color**”, “**Serial Number**” select “**Yes**” for RV/Vehicle, enter “**VIN**”, enter “**D**” for dealer or “**O**” for owner then click “**Submit**”.

**NOTE: While waiting for the replacement fire extinguisher to arrive, the recall may be completed by claiming the repair LOP so that the vehicle may be sold and driven unless local ordinances require a fire extinguisher.**

**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 paid will be used by FCA to record recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect Fire Extinguisher	23-T8-21-81	0.2 hours
Inspect and Replace Fire Extinguisher	23-T8-21-82	0.2 hours

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.

**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

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

T82/NHTSA 17V-824

LOGO

VEHICLE PICTURE

#### YOUR REMEDY OPTIONS

**1. RECOMMENDED OPTION**

Contact Kidde at [www.kidde.com](http://www.kidde.com)

**2. Call the Kidde Recall Assistance Center at 1-855-262-3540. An agent can confirm if your fire extinguisher requires replacement**

**3. Visit [recalls.mopar.com](http://recalls.mopar.com), scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall T82.

# IMPORTANT SAFETY RECALL

## Fire Extinguisher

Dear [Name],

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

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2012 Ram 1500 Pickup Truck, 2015 Ram 1500 Pickup Truck, 2013-2018 Ram 2500 Pickup Truck, 2014-2018 Ram 3500 Pickup Truck, 2012-2018 Ram 3500 Chassis Cab Truck, 2016-2018 RAM 3500 10K GVWR Chassis Cab Truck, 2012-2018 Ram 4500/5500 Chassis Cab Truck, 2004 Dodge Durango SUV, 2014 Dodge Journey SUV, 2014-2016 Jeep Cherokee SUV, 2009 Dodge Challenger 2-Door, 2016 Dodge Charger 4-Door, 2011 Jeep Patriot SUV, 2017 Jeep Compass SUV, 2015-2016 Dodge Dart 4-Door, 2007 Dodge Caliber Hatchback, 2014-2016 Dodge Grand Caravan Van, 2014-2016 Chrysler Town and Country Van, 2018 Chrysler Pacifica Van, 2014-2017 Ram ProMaster Van, 2015-2017 Ram ProMaster City Van, 2017 Jeep Compass] vehicles equipped with a Kidde brand fire extinguisher.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

#### WHY DOES MY VEHICLE NEED REPAIRS?

Your vehicle <sup>[1]</sup> may be equipped with a Kidde brand fire extinguisher. Some Kidde brand fire extinguishers with plastic handles recalled by Kidde may become clogged or require excessive force to discharge and can fail to activate during a fire. In addition, the nozzle can detach with enough force to pose an impact hazard. **If a fire extinguisher does not function properly, it is possible that someone could be injured or killed in a fire.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

If your vehicle <sup>[2]</sup> is equipped with a Kidde brand fire extinguisher, visit the Kidde website at [www.kidde.com](http://www.kidde.com) to find instructions on how to inspect your fire extinguisher to determine whether a replacement is needed. You may also contact Kidde for assistance at 1-855-262-3540.

After inspecting your fire extinguisher, if a replacement is needed, you may order online at [www.kidde.com](http://www.kidde.com) (select the "RV/Vehicle" section) or contact Kidde directly at 1-855-262-3540 between 8:30 a.m. and 5:00 p.m. Eastern Standard Time Monday through Friday (excluding holidays), or between 9:00 a.m. and 3:00 p.m. Eastern Standard Time Saturday and Sunday. Please state you are a FCA vehicle owner and have been notified by FCA of the recall. Kidde will ship you a free replacement fire extinguisher at no charge.

#### WHAT IF I ALREADY PAID TO REPLACE MY FIRE EXTINGUISHER?

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. <sup>[3]</sup> Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

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

Customer Assistance/Field Operations  
Fiat Chrysler Automobiles US LLC



**Mr. Mrs. Customer**  
**1234 Main Street**  
**Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] 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).

[3] You can also mail in 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.

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