



July 2018

Dealer Service Instructions for:

Safety Recall U56 / NHTSA 18V-398 Rear View Mirror

NOTE: Some 2018 JC models are included in both Safety Recalls U56 and U58. Both Safety Recalls use the same remedy rear view mirror part; If Safety Recall U58 has been completed, use the inspection LOP for this recall.

Remedy Available

2018 (JC) Dodge Journey
2018 (DS) RAM 1500 Pickup
2018 (DJ) RAM 2500 Pickup
2018 (DF) RAM 3500 10K LB Cab Chassis

NOTE: This recall applies only to the above vehicles equipped with a rear view auto dim mirror with display (sales code GN4) built from February 26, 2018 through May 11, 2018 (MDH 020620 through 051113).

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

The rearview mirror backup camera display on about 1,800 of the above vehicles may under certain circumstances experience a loss of rearview image display. A loss of rearview image could lead to increased risk of injury to people outside of the vehicle in the event the driver does not check surroundings through traditional means.

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 111, Rear Visibility.

Repair

The rear view mirror must be replaced.

Parts Information

| <u>Part Number</u> | <u>Description</u> |
|--------------------|-----------------------------|
| CSAJU561AA | KIT, Mirror Assembly |

Each package contains the following components:

| <u>Quantity</u> | <u>Description</u> |
|-----------------|----------------------|
| 1 | Mirror, Rear View |
| 1 | Clip, Wire Retention |

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

Remove Mirror (Dodge Journey Shown, RAM Pickup Similar)

1. Disconnect the negative battery cable.

2. Using a trim stick or equivalent, remove the upper mirror cover (Figure 1).



Figure 1 – Upper Mirror Cover

3. Remove the lower mirror cover (Figures 1 and 2).



Figure 2 – Lower Mirror Cover

Service Procedure (Continued)

4. Disconnect the wire harness electrical connector from the mirror (Figure 3).
5. If equipped, release the wire harness retaining clip from the mirror bracket (Figure 3).
6. If damaged during removal, remove the wire harness retaining clip from the wire harness and discard.

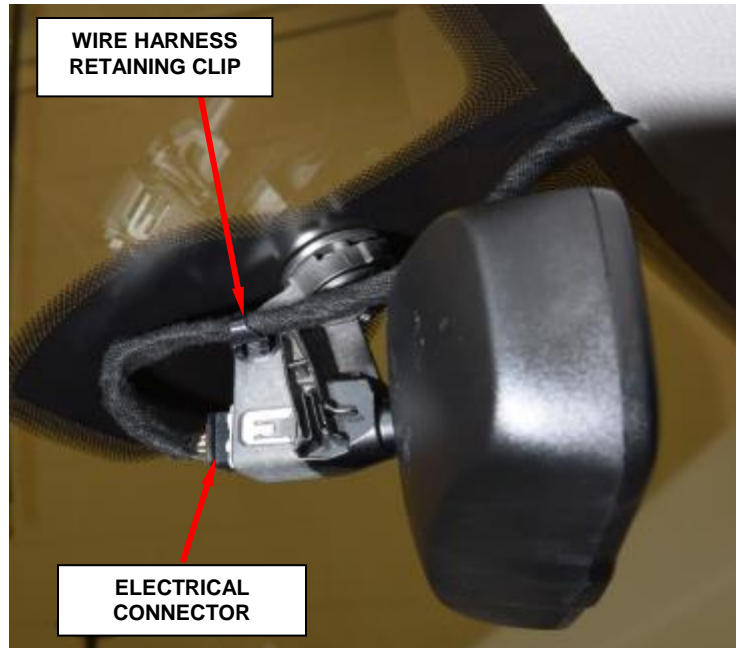


Figure 3 – Wire Harness Connector and Clip

7. Twist the mirror assembly clockwise and release the mirror from the aluminum button attached to the windshield (Figure 4).
8. **DISCARD** original rear view mirror.

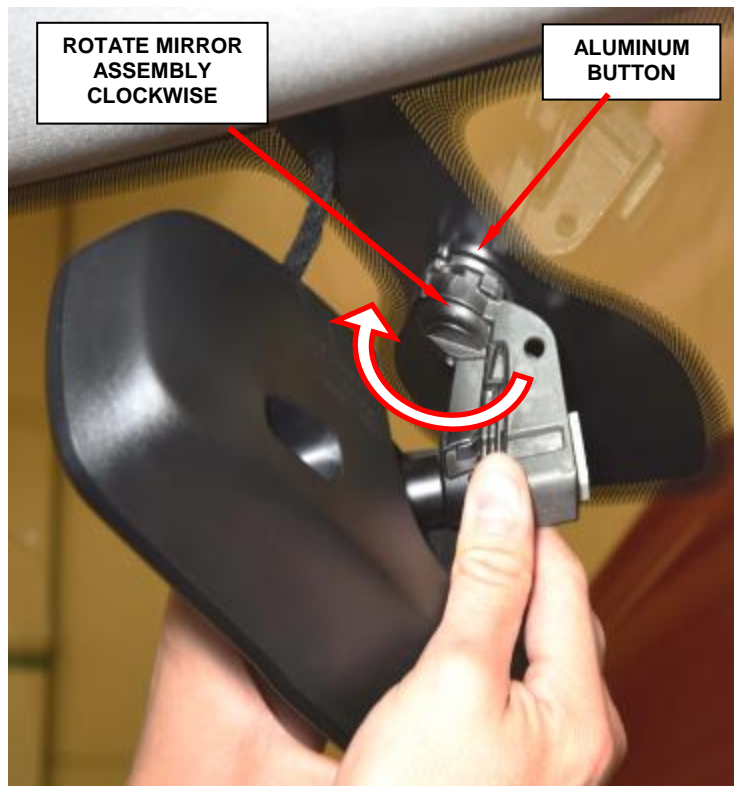


Figure 4 – Rear View Mirror Removal

Service Procedure (Continued)

Install New Mirror

1. Align indicator mark on **NEW** mirror bracket to the 12:00 position on the windshield mirror button (Figure 5).
2. Place mirror bracket over windshield button.
3. Rotate mirror assembly 90 degrees (approximately 60 degrees for RAM Pickups) counterclockwise to attach to the windshield.

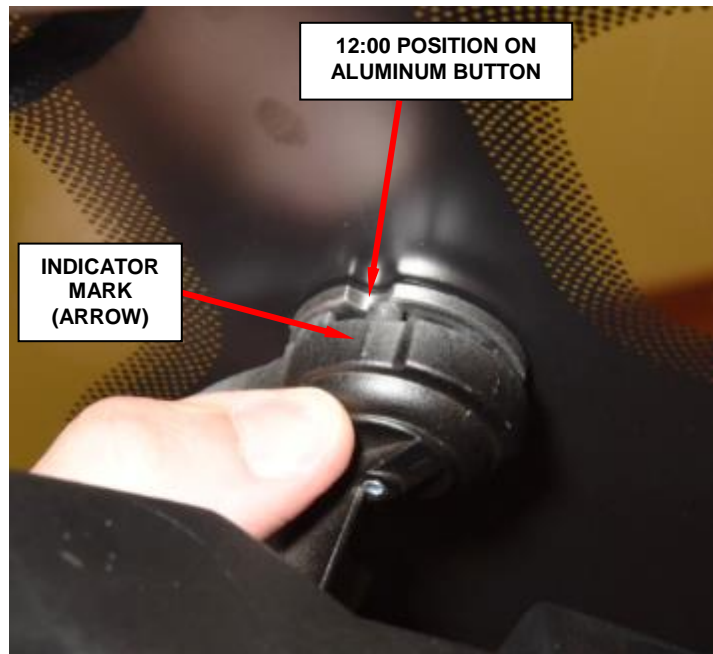


Figure 5 - Align Indicator Mark to 12:00 Position

NOTE: The mirror must be fully seated onto the button before rotating. Rotate mirror until positive stop (detent) is felt.

4. Connect the wire harness electrical connector (Figure 6).
5. Install a **NEW** wire harness retaining clip as needed to the harness and secure the clip to the mirror bracket as shown (Figure 6).

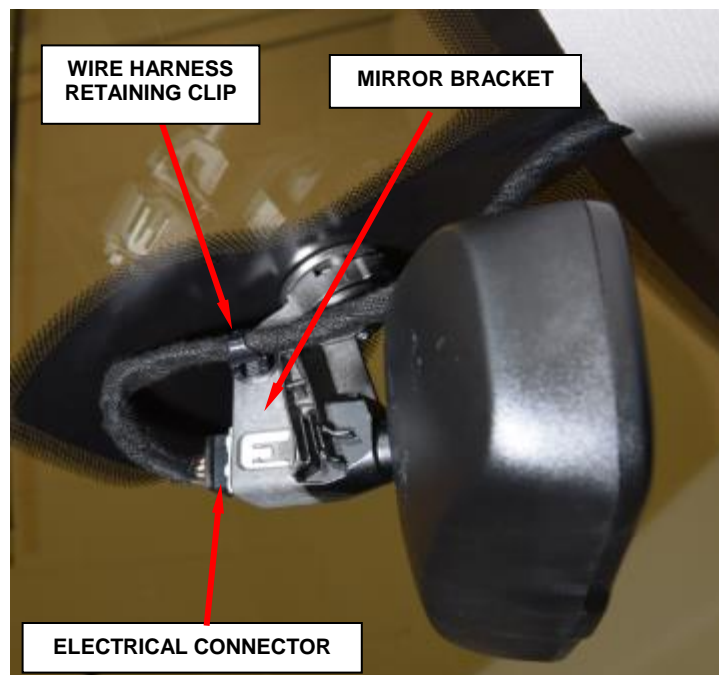


Figure 6 - Wire Harness Connector and Clip

Service Procedure (Continued)

6. Install the lower mirror cover.

7. Install the upper mirror cover.

8. Connect the negative battery cable(s).

9. Verify backup camera function.

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

Use the following labor operation number and time allowances:

| | Labor Operation Number | Time Allowance |
|---|-----------------------------------|---------------------------|
| Inspect – Rear View Mirror Replaced on Safety Recall U58 (2018 JC models only) | 23-U5-61-81 | 0.2 hours |
| Replace Rear View Mirror | 23-U5-61-82 | 0.2 hours |
| Floor Plan Reimbursement | 95-95-95-97 | Calculate See Below |

Floor Plan Reimbursement represents the vehicle’s average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on 06/21/2018 and the remedy was made available on 07/26/2018, therefore, the number of days cannot exceed 35 days.

| Vehicle | Average Daily Allowance |
|--|-------------------------|
| 2018 (JC) Dodge Journey | \$3.71 |
| 2018 (DS) RAM 1500 Pickup | \$5.70 |
| 2018 (DJ) RAM 2500 Pickup | \$7.13 |
| 2018 (DF) RAM 3500 10K LB Cab Chassis | \$5.69 |

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

U56/NHTSA 18V-398

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership.
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403.** An agent can confirm part availability and help schedule an appointment
- 3. Visit 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 U56.

IMPORTANT SAFETY RECALL

Rear View Mirror

Dear [Name],

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

FCA has decided that certain [2018 (JC) Dodge Journey, 2018 (DS) RAM 1500 Pickup, 2018 (DJ) RAM 2500 Pickup and 2018 (DF) RAM 3500 10K LB Cab Chassis] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 111, Rear Visibility.

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?

The rearview mirror backup camera display on your vehicle ^[1] may under certain circumstances experience a loss of rearview image display. **A loss of rearview image could lead to increased risk of injury to people outside of the vehicle in the event the driver does not check surroundings through traditional means.**

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 111, Rear Visibility which requires a rearview image to be displayed at the beginning of each backing event.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace the rear view mirror. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is one hour. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR CALL
YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

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. ^[3] 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.

[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.