



New Safety Recall Advanced Communication – V12

FCA US LLC (FCA US) has announced a safety recall on certain 2019 model year (DT) RAM 1500 Pickup vehicles equipped with a 12” touchscreen display radio combined with the base Heating, Ventilation and Air Conditioning (HVAC) system.

VINs identified as being involved in this campaign are currently live and searchable.
Stop sale is in effect for the above-identified vehicles.

Vehicles impacted by a stop sale are eligible for reimbursement allowance through the Recall Floorplan Reimbursement Policy (RFPRP), which can be requested upon recall claim submission.

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. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Involved vehicles can be determined by using the VIP inquiry process.

REASON FOR THIS SAFETY RECALL

Some of the above vehicles may have been misbuilt with the base HVAC system which will not communicate with the 12” touchscreen display radio. Customers may realize that the HVAC system is not functioning by a lack of response to control inputs in the 12” touchscreen display radio interface.

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 571.103 S4.1 which requires vehicles to “have a windshield defrosting and defogging system.” Vehicles built with the 12” touchscreen display radio combined with the base HVAC system do not have a functioning windshield defrosting and defogging system.

SERVICE ACTION

FCA US will conduct a voluntary safety recall to replace the HVAC system to be compatible with the 12” highline radio. The remedy for this condition is not currently available. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in 1st Quarter of 2019.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries regarding involved vehicles.

Customer Services Field Operations
FCA US LLC