

W71/NHTSA 20E-076

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 or download the Mopar Owner's Companion App.**

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.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall W71.

IMPORTANT SAFETY RECALL

Drivers Side 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 a defect, which relates to motor vehicle safety, exists in certain aftermarket Mopar Drivers Side View Mirror Part Numbers: **68147863AS, 68050299AA.**

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

WHY DOES MY ITEM OF EQUIPMENT NEED REPAIRS?

FCA records indicate that you may have purchased an aftermarket Mopar Drivers Side View Mirror intended for the 2020 (DS) Ram 1500 Pickup and (DJ) Ram 2500 Pickup. The mirror glass may not have been properly adhered to the backing plate during the manufacturing process. This condition may result in the mirror glass falling off. A missing driver side mirror glass reduces visibility and could result in a vehicle crash without prior warning.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

If your driver's side view mirror is installed on your vehicle, the dealership service department will replace the driver's side view mirror glass ^[1] free of charge (parts and labor). If your driver's side view mirror has not been installed, we will exchange the driver's side view mirror. **Be sure to bring the driver's side view mirror with this letter 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. ^[2] 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 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.

[2] 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.