



November 2020

Dealer Service Instructions for:

# Equipment Safety Recall W71

## NHTSA 20E-076

### Drivers Side View Mirror

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#### Subject

FCA US LLC (FCA US) has announced an equipment safety recall on certain Mopar Side View Mirror part numbers: **68147863AS, 68050299AA.**

Customers may have purchased the above Mopar Side View Mirror part numbers intended for the 2020 (DS) Ram 1500 Pickup, (DJ) Ram 2500 Pickup. The driver side rearview mirror above vehicles may have been built with glass that is not properly adhered and may fall off.

#### Repair

Customers that have installed the driver's side view mirror on the vehicle, will need to have the service department replace the mirror glass.

For Customers **that do NOT** have the driver's side mirror installed, remove the mirror glass and inspect for a date code, see service procedure below.

## **Parts Information**

**Part Number**      **Description**  
**CSCLW701AA**      **Part Package**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Glass, Mirror Replacement

## **Parts Return**

No Parts return required for this campaign.

## **Special Tools**

No special tools are required to perform this service procedure.

**Service Procedure**

1. Move the mirror into the full down position (Figure 1).



**Figure 1 – Side View Mirror Assembly**

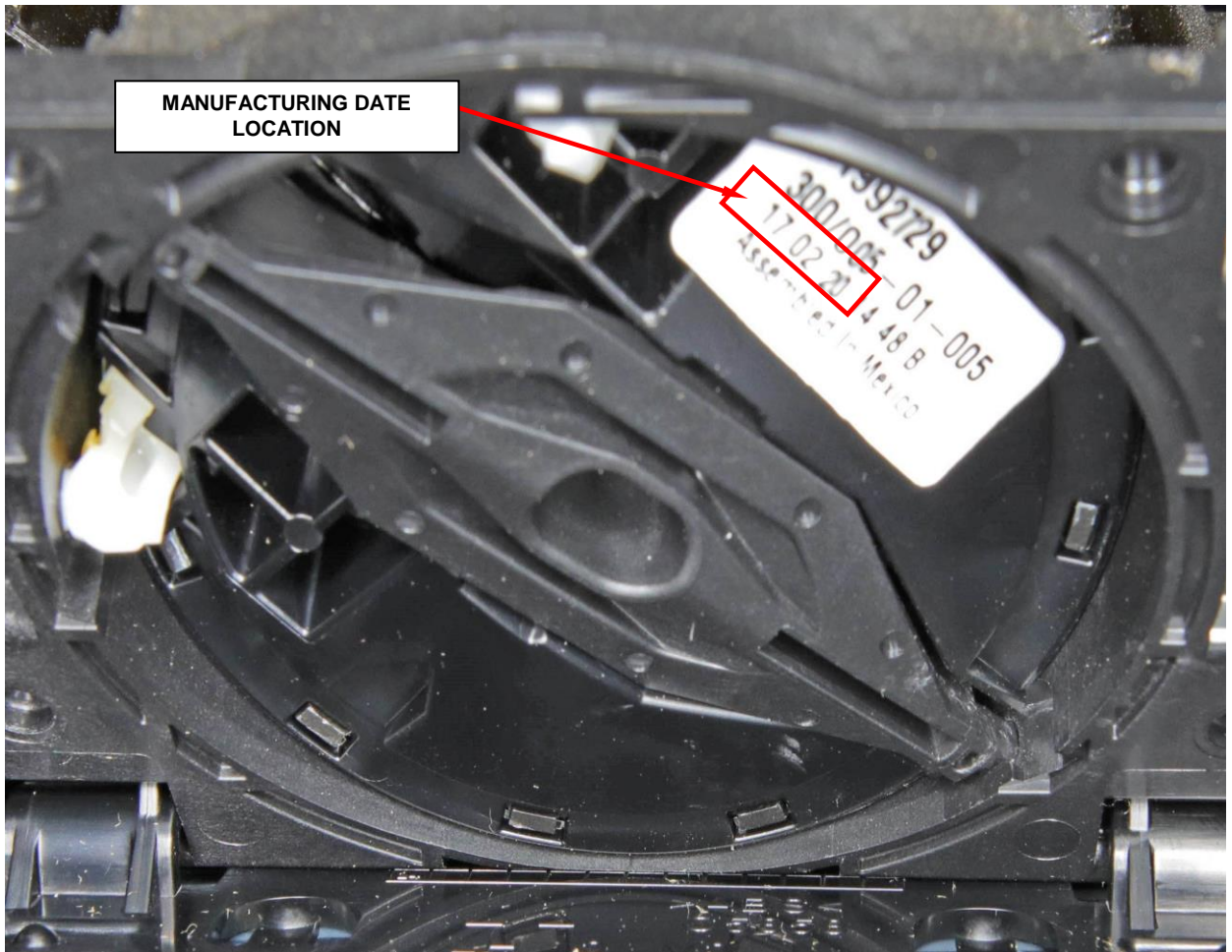
2. Firmly and carefully grasp the mirror at the top and pull out to separate the upper mounting clips (Figure 2).



**Figure 2 – Mirror Glass**

**Service Procedure [Continued]**

3. Inspect the manufacturing date that is on the mirror housing (Figure 3).
  - **If the date code is** between **02/03/2020** thru **12/08/2020** replace the mirror assembly if the mirror assembly **has not been** installed on the vehicle **ONLY**. Replace the mirror glass if the mirror has been installed on the vehicle.
  - **If the date code is NOT** within the above date range, the mirror assembly is not defective, reinstall the mirror glass back into the housing assuring the mirror is reattached to the housing retainers and return it to the customer.

**Figure 3 – Manufacturing Label Location**

**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 allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect mirror manufacturing date	23-W7-11-81	0.2 hours
Replace the driver’s side mirror glass or or exchange drivers side mirror assembly	23-W7-11-82	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.

**Additional Information**

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

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## 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](https://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 <sup>[1]</sup> 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](https://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[2]</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 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).

[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.