



July 2020

Dealer Service Instructions for:

Safety Recall W52 / NHTSA 20V-374 Side Air Bag Inflatable Curtain

NOTE: ProMaster repairs can only be performed by BusinessLink Dealers. Non BusinessLink Dealers should not order parts or perform the repair.

Remedy Available

2020 (DT) Ram 1500 Pickup Crew Cab

2020 (VF) Ram ProMaster

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

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 Side Air Bag Inflatable Curtain (SABIC) on about 114 of the above vehicles may have an improperly crimped diffuser. This may cause the diffuser to separate from the inflator during a SABIC deployment and compromise the integrity of the air bag or cause the SABIC fill time to be delayed. If the separated diffuser compromises the integrity of the air bag or if the SABIC fill time is delayed, occupant protection may be reduced in the event of a crash. Reduced occupant protection in the event of a crash may result in an increased risk of injury to motor vehicle occupants.

Repair

Replace the appropriate SABIC. The SABIC(s) requiring replacement for each vehicle is VIN specific and can be determined by using GRS or VIP as described in the Parts Information section below.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if the vehicle must be held overnight.

Parts Information

The appropriate replacement SABIC for each vehicle is VIN specific. Depending on vehicle VIN, vehicle may require only a left side or right side or both SABICs replaced.

VIN specific parts application is available through the Global Recall System (GRS) and Vehicle Information Plus (VIP).

To use GRS, enter DealerCONNECT, click on the “**Service**” tab, click on “**Global Recall System**,” enter the **recall number** in the “Recall Code:” box, and select “**VIN**” in the “**List By:**” drop down menu.

To use VIP, enter DealerCONNECT, click on the “**Service**” tab, click on “**Single VIN Inquiry**,” enter the **VIN and mileage**, click “**View**,” then click on the “**Coverages**” tab and view the “**Recall**” section.

Required parts should be ordered through DealerConnect Parts Order. Parts will be on a managed allocation restriction.

Parts Return

No parts return required for this campaign.

Render the recalled SABIC unusable and discard.

Special Tools

The following special tools are required to perform this repair:

- NPN wiTECH MicroPod II
- NPN Laptop Computer
- NPN wiTECH Software

Service Procedure

Repair Procedure:

Replace the SABIC. Refer to the detailed service procedures available in DealerCONNECT / Service Library under: Service Info > 10 - Restraints > Air Bag, Side Curtain Removal and Installation.

NOTE: SABIC requiring replacement for each vehicle is VIN specific.

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 numbers and time allowances:

	Labor Operation Number	Time Allowance
Replace One SABIC (DT) Only	23-W5-21-82	2.4 hours
Replace Two SABICs (DT) Only	23-W5-21-83	2.8 hours
Replace One SABIC (VF) Only	23-W5-21-84	1.7 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 07/02/2020 and the remedy was made available on 07/09/2020, therefore, the number of days cannot exceed 7 days.

Vehicle	Average Daily Allowance
2020 (DT) Ram 1500 Pickup Crew Cab	
2020 (VF) Ram ProMaster	

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

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

W52/NHTSA 20V-374

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 W52.

IMPORTANT SAFETY RECALL

Side Air Bag Inflatable Curtain

Dear [Name],

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

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain [2020 Model Year (DT) Ram 1500 Pickup] vehicles.

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 Side Air Bag Inflatable Curtain (SABIC) on your vehicle ^[1] may have an improperly crimped diffuser. This may cause the diffuser to separate from the inflator during a SABIC deployment and compromise the integrity of the air bag or cause the SABIC fill time to be delayed. If the separated diffuser compromises the integrity of the air bag or if the SABIC fill time is delayed, occupant protection may be reduced in the event of a crash. **Reduced occupant protection in the event of a crash may result in an increased risk of injury to motor vehicle occupants.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace the SABIC assemblies in all affected vehicles. The estimated repair time is three hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so 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
FCA 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.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

W52/NHTSA 20V-374

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. RECOMMENDED OPTION

Call your authorized BusinessLink Dealer

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 W52.

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Side Air Bag Inflatable Curtain

Dear [Name],

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FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain [2020 Model Year (VF) Ram ProMaster] vehicles.

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?

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HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace the SABIC assemblies in all affected vehicles. The estimated repair time is two hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so 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 BUSINESSLINK 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.

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