



March 2023

Dealer Service Instructions for:

Equipment Safety Recall 18A

NHTSA 23E-010

Intake Air Grid Heater Relay

Remedy Available

Mopar Relay Part Number 68444169AB

Intended for use with the below vehicles equipped with a 6.7L Cummins Engine (sales code ETN, ETL, ETM).

- 2021 – 2023 (DJ) Ram 2500 Pickup
- 2021 – 2023 (D2) Ram 3500 Pickup
- 2021 – 2023 (DD) Ram 3500 Cab Chassis
- 2021 – 2023 (DP) Ram 4500/5500 Cab Chassis

Subject

Some Generation 1 solid state intake air grid heater relays were improperly designed and could fail internally. An electrical short in the relay, when installed on a vehicle, can potentially lead to a vehicle fire with the ignition on or off. A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.

If installed in a vehicle, customers are advised to not park these vehicles inside of buildings or structures, or near other vehicles until the vehicle has the final repair completed.

Repair

Inspect the relay part number printed on the relay label:
Part number 68444169AB – Relay suspect, repurchase the relay.

Dealer should add part (reimbursement) to claim when using LOP.

Parts Return

No parts return required for this campaign.

Render the recalled relay unusable and discard.

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
Inspect Relay part number	08-18-A1-82	0.0 hours

Related Operation

Dealership Handling Fee for Relay Repurchase	95-08-66-50	\$5.00
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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 equipment purchasers 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.

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

IMPORTANT SAFETY RECALL

Intake Air Grid Heater Relay

18A/NHTSA 23E-010

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 Mopar Generation 1 solid state intake air grid heater relays, part number 68444169AB.

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

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 **18A**.

WHY DOES MY VEHICLE NEED REPAIRS?

FCA US records indicate that you may have purchased a Mopar Generation 1 solid state relay for your vehicle ^[1]. Some Generation 1 solid state intake air grid heater relays were improperly designed and could fail internally. An electrical short in the relay, when installed on a vehicle, can potentially lead to a vehicle fire with the ignition on or off. **A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.**

If installed in a vehicle, customers are advised to not park these vehicles inside of buildings or structures, or near other vehicles until the vehicle has the final repair completed.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repurchase your Mopar Generation 1 solid state relay ^[2] free of charge (parts and labor). To do this, your dealer will inspect the relay part number and if found to be 68444169AB the dealer will repurchase the relay. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring your relay and 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.