

SAFETY RECALL
 NORTH AMERICA
Side Rearview Mirror Glass



Reference: 86B / NHTSA 24V-754

FCA US LLC



RAM

Remedy available for
 2020-2023 (DS) RAM 1500 Classic

Template Version 1.0

Revision	Edition	Detail
0	November 2024	Initial Version.

SYMPTOM DESCRIPTION

The driver side heated trailer tow rearview mirror on about 47,130 of the above vehicles may experience a detached glass from the backing plate. Detached driver side mirror glass reduces visibility and could result in a vehicle crash without prior warning. Detached driver side mirror glass reduces visibility and could result in a vehicle crash without prior warning.

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. FMVSS 111 S.5 and S6.1 which requires trucks to be equipped with outside driver side rearview mirrors that have a reflective surface. Suspect vehicles built with driver side rearview heated trailer tow mirror glass that is not properly adhered to the backing plate may become detached and no longer provide a reflective surface.

SCOPE

This recall applies only to the above vehicles equipped with Power Black Trailer Tow Mirrors (Sales Code GPG) and Trailer Tow Mirrors (Sales Code LEG).

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. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle.
- Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery.
- Dealers should also perform this recall on vehicles in for service.

Involved vehicles can be determined by using the VIP inquiry process.

REPAIR TO BE PERFORMED

Replace the mirror glass.

ALTERNATE TRANSPORTATION

Dealers should proactively minimize customer inconvenience while the recall repair is being performed. Reference the Goodwill Alternate Transportation Guidelines warranty bulletin link within Recall Central on DealerCONNECT for options to support the customer while their vehicle is in service.

COMPLETION REPORTING / 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 Description	Number	Hrs
Replace Left Side Mirror Glass	23-86-B1-82	0.2

Labor Description	Number	Allowance
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

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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 **10/17/2024** and the remedy was made available on **11/27/2024**, therefore, the number of days cannot exceed **41** days.

Vehicle	Average Daily Allowance
2020-2023 (DS) RAM 1500 Classic	██████

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.

For Mobile Service Reimbursement, dealer to include standard dealer entry and mark-up for parts, standard dealer entry and labor rate for service, as well as the special services code for mobile allowance. The special services LOP will only be paid once per VIN and may NOT be used in coordination with any Alternate Transportation claims.

For additional details, reference the Mobile Service Warranty Bulletin - for convenience, a copy has been linked within Recall Central on DealerCONNECT.

PARTS INFORMATION

Part No.	Qty.	Part Name
CSEP86B1AA	1	Mirror Replacement (Glass)

PARTS RETURN

No parts return required for this recall.

Render the recalled mirror glass unusable and discard.

SPECIAL TOOLS

No Special Tools are needed for this recall.

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 / 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.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

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.

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SERVICE PROCEDURE

A. Mirror Glass Replacement

1. Disconnect and isolate the negative battery cable.
2. Adjust the mirrors for improved access to the back of the glass (Figure 1).



Figure 1 – Adjust Mirror Glass for Access

3. Insert a small flat bladed tool (1) into the service ramp (2) (Figure 2).

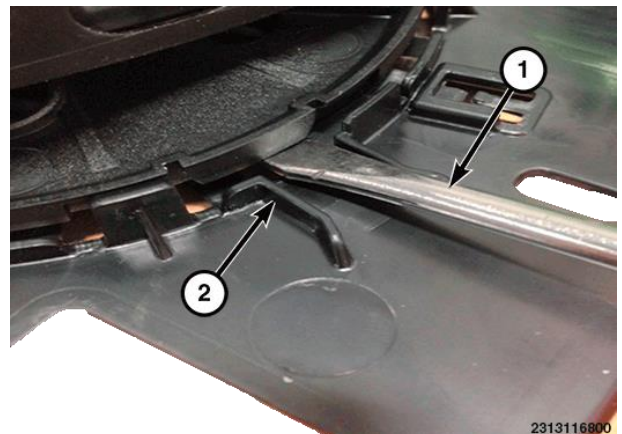


Figure 2 – Locate Tool to Remove Glass

4. Gently pry the glass (2) off the actuator (1) (Figure 3).

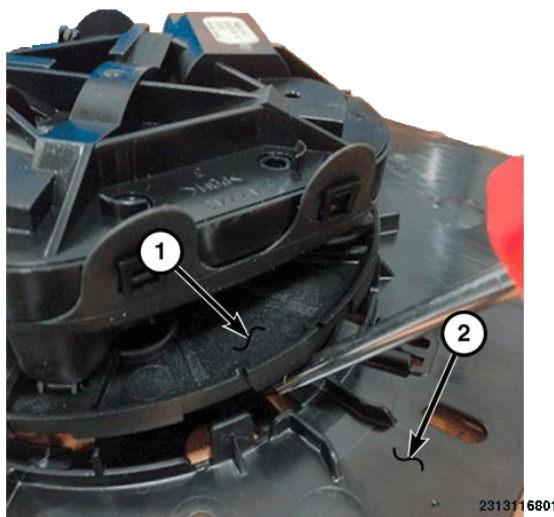


Figure 3 – Mirror Glass Removal

5. Disconnect the wire harness connectors (1) (Figure 4).

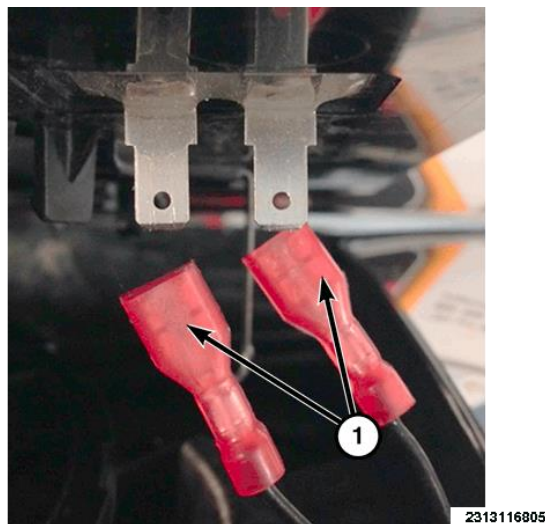


Figure 4 – Mirror Glass Electrical Connectors

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6. Remove the glass assembly from the mirror assembly.
7. Remove the four spring fingers (1) by releasing the locks (2) and pulling them out (Figure 5).
8. Transfer the spring fingers to the new mirror glass.
9. Connect the wire harness connectors (1) (Figure 4).
10. Align the new mirror glass with the actuator and press firmly into place.
11. Clean the mirror glass.
12. Connect the negative battery cable.
13. Test the mirror functions prior to returning the vehicle to the customer.

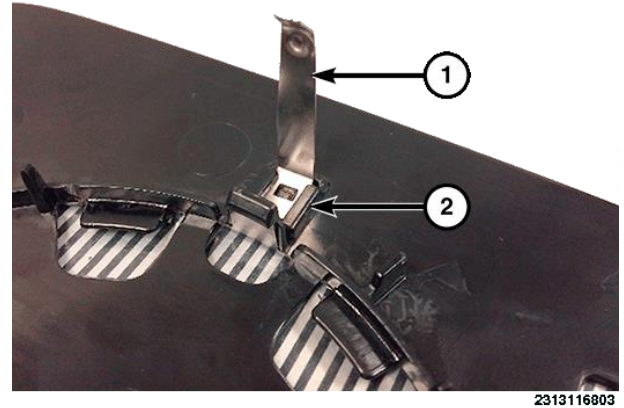


Figure 5 – Mirror Glass Spring Fingers

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

86B/NHTSA 24V-754

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 **86B**.

IMPORTANT SAFETY RECALL

Side Rearview Mirror Glass

Dear [Name],

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

FCA US LLC has decided that certain [2020 through 2023 Model Year (DS) Ram 1500 Classic] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 111 - Rear Visibility.

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 **driver side heated trailer tow rearview mirror** on your vehicle ^[1] may experience a detached glass from the backing plate. **Detached driver side mirror glass reduces visibility and could result in a vehicle crash without prior warning.**

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 111 S.5 and S6.1 which require trucks to be equipped with outside driver side rearview mirrors that have a reflective surface. Suspect vehicles built with driver side rearview heated trailer tow mirror glass that is not properly adhered to the backing plate may become detached and no longer provide a reflective surface.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US LLC will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace the driver side heated trailer tow mirror glass. The estimated repair time is 15 minutes. 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. Ask your dealer for alternate transportation options while your vehicle is in service. 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.