

SAFETY RECALL

NORTH AMERICA

Airbag Warning Light - Clockspring



Reference: 14C / NHTSA 25V-765

FCA US LLC



RAM

Remedy available for

2021-2022 (D2) Ram 3500 Pickup

2021-2022 (DD) Ram 3500 Cab Chassis

2021-2022 (DF) Ram 3500 10k Lb. Cab Chassis

2021-2022 (DJ) Ram 2500 Pickup

2021-2022 (DP) Ram 4500/5500 Cab Chassis

Remedy not available for

2021-2022 (DS) Ram 1500 Classic Pickup

Revision	Edition	Detail
0	December 2025	Initial Version.

Template Version 1.0

SYMPTOM DESCRIPTION

The Steering Column Control Module (SCCM) on about 540 of the above vehicles may have been built with an insufficient weld between an internal flexible flat cable (FFC) and busbar. Once the FFC cable separation occurs, an airbag warning light may illuminate in the instrument panel cluster and the SCCM may not allow a deployment signal from the Occupant Restraint Controller to reach the driver airbag module, preventing airbag deployment when directed. An airbag that does not deploy when intended may result in increased risk of injury to the driver in certain crashes.

The condition above fails to comply with the requirements of FMVSS No. 208 which requires driver's airbag deployment during certain crash events. Suspect SCCMs may prevent airbag deployment during these events.

SCOPE

This recall applies only to the above vehicles.

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 \$27,874 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 SCCM.

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.

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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
Inspect Steering Column Control Module (SCCM) Repair History	08-14-C1-81	0.2
Inspect and Replace Steering Column Control Module (SCCM) - DJ/D2/DD/DP/DF/DX Models Only	08-14-C1-83	0.7

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 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 for all vehicles was initiated on **11/13/2025**. The remedy for D2, DD, DF, DJ and DP was made available on **12/04/2025**, therefore, the number of days cannot exceed **21** days. The remedy for DS is not yet available.

Vehicle	Average Daily Allowance
2021-2022 (DJ) RAM 2500 Pickup	██████
2021-2022 (D2) RAM 3500 Pickup	██████
2021-2022 (DD) RAM 3500 Cab Chassis	██████
2021-2022 (DF) RAM 3500 10K Lb. Cab Chassis	██████
2021-2022 (DP) RAM 4500/5500 Cab Chassis	██████

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
68528302AA	1	Steering Column Control Module (D2, DD, DF, DJ, DP) with XA8 (Non-Adjustable Pedals), XAP (Power Adjustable Pedals), XAM (Power Adjustable Pedals with Memory), and without NHS (Heated Steering Wheel)
68528303AA	1	Steering Column Control Module (D2, DD, DF, DJ, DP) with XA8 (Non-Adjustable Pedals), XAP (Power Adjustable Pedals), XAM (Power Adjustable Pedals with Memory), and NHS (Heated Steering Wheel)
06505656AA	1	Screw, Steering Wheel to Column (All)

PARTS RETURN

No parts return required for this campaign.

Render the recalled part unusable and discard.

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SPECIAL TOOLS

Number	Description
NPN	wiTECH MicroPod II / MDP
NPN	Laptop Computer
NPN	wiTECH Software
10187	Remover Tool, Driver's Airbag
C-4755	Trim Stick
2050200100	Remover, Driver Air Bag

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 – DP, DJ, DF, DD AND D2

A. Remove SCCM

WARNING: To avoid serious or fatal injury on vehicles equipped with airbags, disable the Supplemental Restraint System (SRS) before attempting any steering wheel, steering column, airbag, seat belt tensioner, impact sensor or instrument panel component diagnosis or service. Disconnect and isolate the battery negative (ground) cable, then wait two minutes for the system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the SRS. Failure to take the proper precautions could result in accidental airbag deployment.

WARNING: To avoid serious or fatal injury, use extreme care to prevent any foreign material from entering the Driver AirBag (DAB), or becoming entrapped between the DAB cushion and the DAB trim cover. Failure to observe this warning could result in occupant injuries upon airbag deployment.

CAUTION: If the clockspring is not properly centered in relation to the Steering Angle Sensor (SAS), steering wheel, steering shaft and steering gear, it may be damaged or Diagnostic Trouble Codes (DTC) may be set in the SAS. Service replacement clocksprings are shipped pre-centered and with a locking pin installed. This locking pin should not be removed until the clockspring has been installed on the steering column.

NOTE: Check the vehicle warranty history for prior SCCM replacement. If the SCCM has previously been replaced, claim the Inspect LOP and close the recall. If it has not been replaced previously, complete the procedure using the following steps.

1. Place the front wheels in the straight-ahead position.

NOTE: If the vehicle is equipped with an auxiliary battery, when disconnecting and isolating the negative battery cable for the 12-volt system, both batteries will need to be disconnected to power down the vehicle.

2. Disconnect the Intelligent Battery Sensor (IBS) wire harness connector (1) (Figure 1).

NOTE: Failure to disconnect the IBS wire harness connector can lead to damage of the IBS wire harness connector.

3. Loosen the ground terminal nut (2) and remove the negative battery cable with IBS from the battery and isolate it.

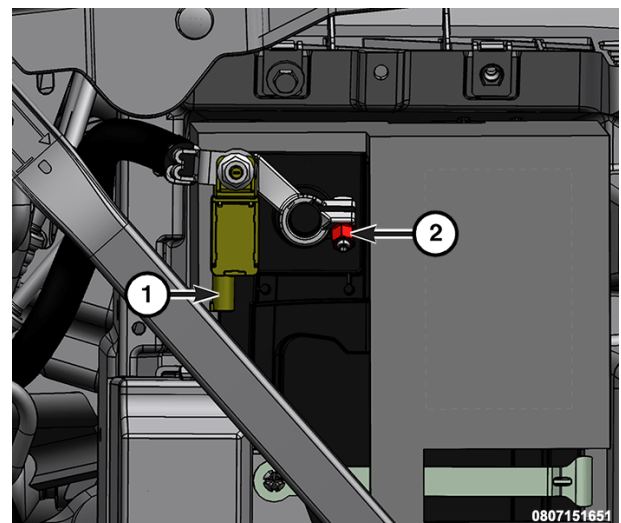


Figure 1 – IBS Connector

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4. If the vehicle is equipped with an auxiliary battery, loosen the clamp (1) and remove the clamp from the battery and isolate (Figure 1).
5. Wait 2 minutes for capacitor discharge.
6. Locate the access hole dimples (1) in the lower surface of the steering wheel hub rear trim cover near each of the two horizontal spokes.
7. Using the Remover, Driver Air Bag 2050200100, pierce the trim cover at the dimple and insert it through one of the steering wheel access holes. A guide and notch integral to each side of the steering wheel hub rear trim cover and the mounting/horn switch plate will assist in directing the tool to the ends of the retainer spring (Figure 2).
8. When the tool makes contact with the retainer spring, push inward (toward the steering column) on the tool far enough to disengage the retainer spring from under the hook of the steering wheel armature.
9. Pull the released side of the DAB away from the steering wheel far enough to insert a trim stick or another long and thin obstacle between the released spoke of the DAB trim cover and the steering wheel spoke hub cavity. This will help to prevent the released end of the retainer spring from becoming accidentally engaged again while the opposite end of the retainer spring is being released.
10. Repeat Steps 6 and 7 for the opposite end of the retainer spring.



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Figure 2 – DAB Removal

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11. Pull the DAB away from the steering wheel far enough to access the steering wheel wire harness connector to the DAB inflator initiators (1) (Figure 3).

CAUTION: Do not pull on the clockspring pigtail wires or pry on the connector insulators to disengage them from the Driver AirBag (DAB) inflator initiator connector receptacles. Improper removal of these pigtail wires and their connector insulators can result in damage to the airbag circuits or the connector insulators.

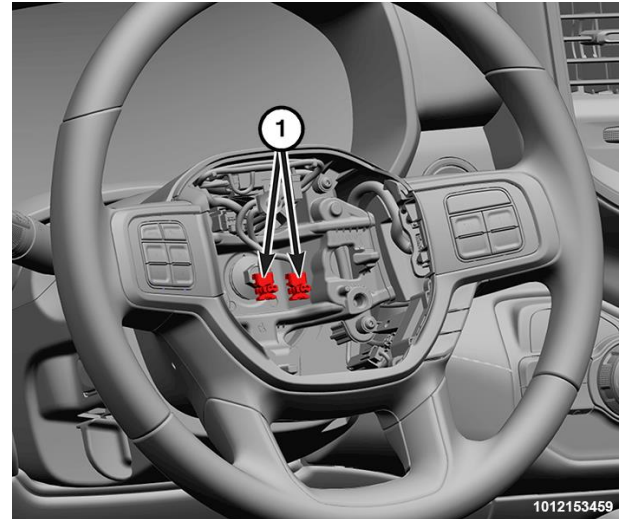


Figure 3 – Steering Wheel Wire Harness Connectors

12. The clockspring DAB pigtail wire connector insulators are secured by integral latches and a Connector Position Assurance (CPA) lock to the airbag tether cutter and inflator connector receptacles, which are located on the back of the floating horn switch plate and the DAB housing. Pull the lock straight away from the connector insulator, then pull the insulators straight away from the connector receptacles to disengage and disconnect them (Figure 3).
13. Remove the DAB and floating horn switch plate from the steering wheel as a unit.
14. Disconnect the steering wheel wire harness connectors (1) (Figure 4).
15. If equipped, disconnect the heated steering wheel wire harness connectors.
16. Remove and **DISCARD** the steering wheel bolt (2) and retain the damper if equipped (Figure 4).

NOTE: If the steering wheel cannot be removed by hand, a commercially available puller may be used to remove the steering wheel.

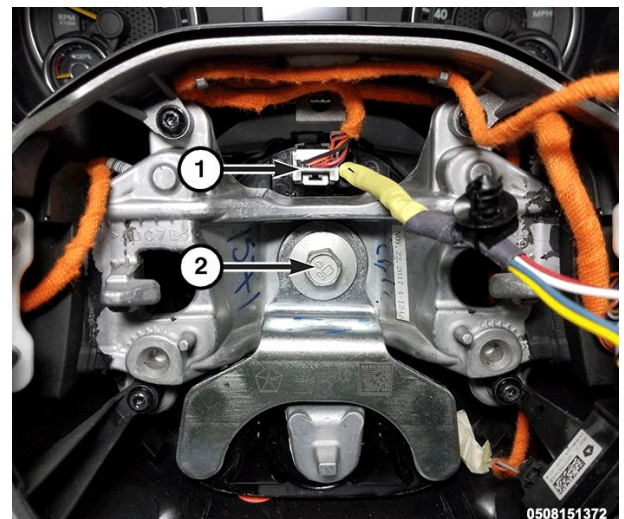


Figure 4 – Steering Wheel Wire Harness Connectors

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17. Remove the three steering column shroud screws (Figure 5).



Figure 5 – Steering Column Shroud Screws

18. If equipped, release the shifter boot (1) from the steering column shroud (Figure 6).
19. Disengage the upper steering column shroud tabs (2) from the lower steering column shroud (Figure 6).

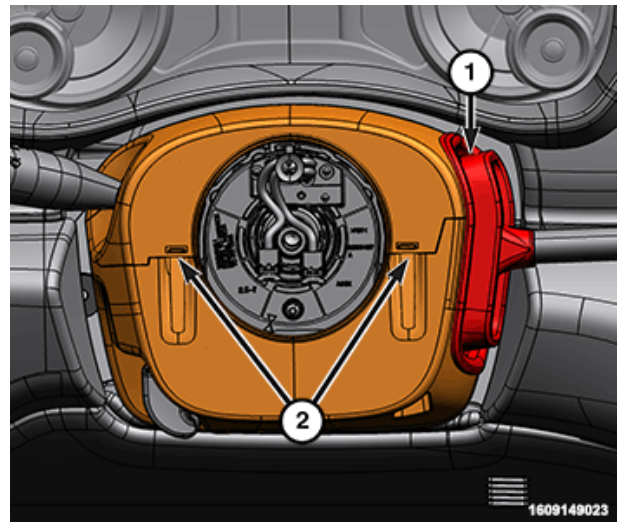


Figure 6 – Steering Column Shroud

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20. Disengage the gap hider (1) from the upper steering column shroud (2) and remove the upper steering column shroud (Figure 7).



Figure 7 – Gap Hider

21. Secure the SCCM in the straight-ahead position.
22. Remove the screws (1) (Figure 8 and 9).

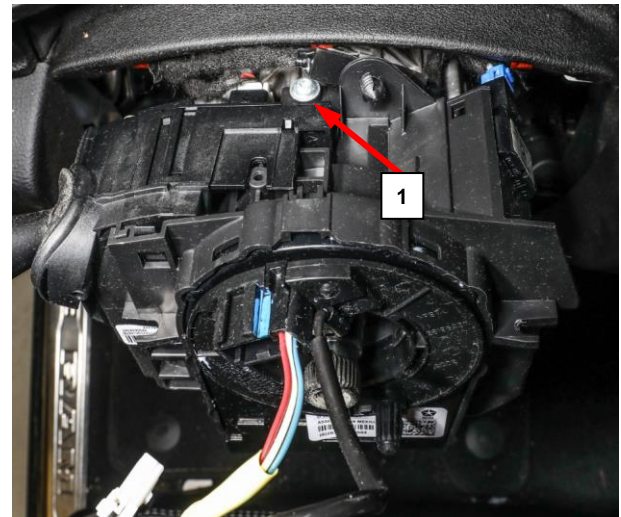


Figure 8 – SCCM

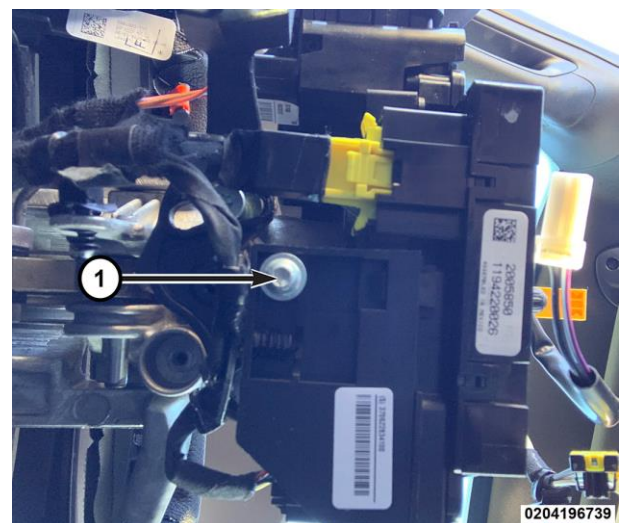


Figure 9 – SCCM

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23. Pull the SCCM slightly away from the steering column and disconnect the pedal adjustment wire harness connector (4), if equipped (Figure 10).
24. Remove the SCCM from the steering column.
25. Disengage the wire harness routing clip (1) (Figure 10).
26. Disconnect the wire harness connectors (2 and 3) (Figure 10).

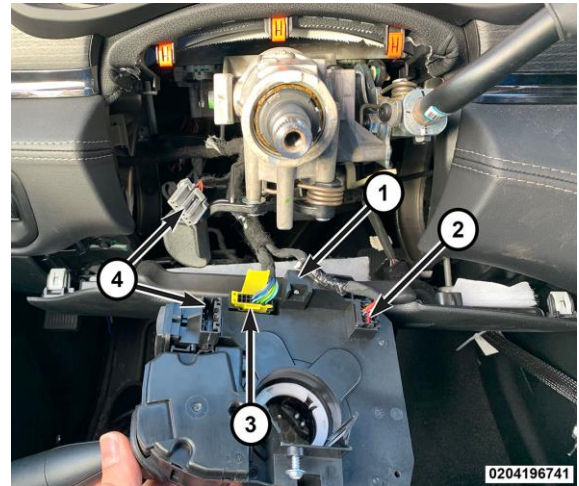


Figure 10 – SCCM

27. Release the stalk tab from the old SCCM (Figures 11).
28. Remove the stalk from the old SCCM (Figures 12).
29. Discard the old SCCM.
30. Transfer the old stalk to the **NEW** SCCM.



Figure 11 – Stalk Tab



Figure 12 – Stalk Removal and Installation

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B. Install SCCM

NOTE: The Steering Column Control Module (SCCM) centering can be verified by visually confirming the blue striped ribbon is present in the sight glass (Figure 13).

1. Connect the wire harness connectors (2 and 3) (Figure 10).
2. Secure the wire harness routing clip (1) (Figure 10).
3. While sliding the **NEW** SCCM over the steering column connect the pedal adjustment wire harness connector.
4. Install and securely tighten the SCCM screws (1) (Figure 8 and 9).
5. Position the lower steering column (1) shroud to the steering column (Figure 5).
6. Engage the upper steering column shroud (2) to the gap hider (1) (Figures 7). **Verify that the top shroud is properly secured to the gap hider. Move the tilt column up and down to ensure the gap hider stays connected to the upper shroud.**
7. Install the upper steering column shroud to the lower steering column shroud (Figure 6).
8. If equipped, install the shifter boot (1) to the steering column shroud (Figure 6).
9. Install and securely tighten the three steering column shroud screws (2) (Figure 5).
10. If equipped, connect the heated steering wheel wire harness connectors and secure the steering wheel wire harness.
11. Install the steering wheel to the steering column.
12. If equipped, position the damper to the steering wheel, then install a **NEW** steering wheel bolt (2) and tighten the nut to 61 N·m (45 ft. lbs.) (Figure 4).
13. Connect the two steering wheel wire harness connectors (Figure 3).
14. Position the DAB close enough to the steering wheel to connect the steering wheel wire harness connectors to the DAB inflator initiators (1) (Figures 3 and 4).
15. Connect the clockspring pigtail wire connectors to the airbag inflator initiator connector receptacles by pressing straight in on the connector insulator. Be certain to engage each keyed and color-coded connector to the matching connector receptacle. Be certain that each connector is fully engaged in its receptacle, then push the connector lock straight into the connector to lock it in place.

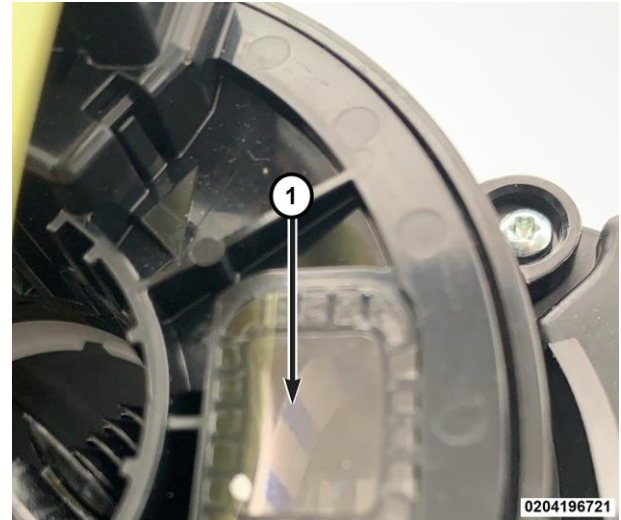


Figure 13 – Blue Stripe Ribbon

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16. Carefully position the DAB to the steering wheel hub cavity while tugging lightly upward on the clockspring pigtail wires for the airbag and tucking the wires in the upper hub cavity of the steering wheel. Be certain that none of the steering wheel wiring is pinched between the airbag housing or the horn switch and the steering wheel armature.
17. Using both hands, push firmly and evenly on both sides of the DAB trim cover until both ends of the spring retainer have snapped in place under the hooks within the hub cavity of the steering wheel.
18. Do not connect the negative cable to the battery at this time. The Supplemental Restraint System (SRS) Verification Test procedure should be performed following service of any SRS component.

NOTE: The following procedure should be performed using a diagnostic scan tool to verify proper Supplemental Restraint System (SRS) operation following the service or replacement of any SRS component. Refer to the appropriate diagnostic procedures.

19. During the following test, the negative cable remains disconnected and isolated from the battery, as it was during the Supplemental Restraint System (SRS) component removal and installation procedures.
20. Be certain that the diagnostic scan tool contains the latest version of the proper diagnostic software. Connect the diagnostic scan tool to the 16-way Data Link Connector (DLC). The DLC is located on the driver side lower edge of the instrument panel, near the steering column opening cover and outboard of the steering column.

NOTE: If the vehicle is equipped with an auxiliary battery, install the negative clamp on the negative battery post and tighten to the proper torque specifications prior to connecting the IBS.

21. Check to be certain that there are no occupants in the vehicle, then connect the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector.
22. If the vehicle is equipped with Keyless Go, follow the warning below.

WARNING: After disconnecting the 12-Volt battery wait two minutes before proceeding. Remove the ORC fuses, connect the 12-Volt battery, wait two minutes before proceeding. Cycle the ignition to the on position, then reconnect the orc fuses. Failure to follow these instructions may result in possible serious or fatal in jury.

23. For vehicles with a standard ignition follow the warning below.

WARNING: Turn the ignition on, then reconnect the 12-Volt battery. Failure to follow these instructions may result in possible serious or fatal injury.

24. Exit the vehicle with the diagnostic scan tool.
25. Using the diagnostic scan tool, read and record the active (current) Diagnostic Trouble Code (DTC) data.
26. Next, use the diagnostic scan tool to read and record any stored (historical) DTC data.
27. If any DTC is found in **Step 25** or **Step 26**, refer to the appropriate diagnostic information.
28. Use the diagnostic scan tool to erase the stored DTC data. If any problems remain, the stored DTC data will not erase. Refer to the appropriate diagnostic information to diagnose any stored DTC that will not erase. If the stored DTC information is successfully erased, go to **Step 29**.

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29. Turn the ignition switch **OFF** for about 15 seconds, and then back to **ON**. Observe the airbag indicator in the instrument cluster. It should light from four to six seconds, and then go out. This indicates that the SRS is functioning normally and that the repairs are complete. If the airbag indicator fails to light, or lights and stays ON, there is still an active SRS fault or malfunction. Refer to the appropriate diagnostic information to diagnose the problem.

NOTE: Proper SCCM installation must also be confirmed by viewing the SAS menu item, Data Display function using a diagnostic scan tool.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

14C/NHTSA 25V-765

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. RECOMMENDED OPTION

Call your authorized Chrysler / Jeep® / Dodge / 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 14C.

IMPORTANT SAFETY RECALL

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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 [2021-2022 Model Year (DS) Ram 1500 Classic vehicles, 2021-2022 Model Year (DJ) Ram 2500 vehicles, 2021-2022 Model Year (D2) Ram 3500 vehicles, 2021-2022 Model Year (DD) Ram 3500 Cab Chassis vehicles, 2021-2022 Model Year (DF) Ram 3500 Cab Chassis vehicles, with a gross vehicle weight rating (GVWR) less than 10,000 lbs., 2021-2022 Model Year (DP) Ram 4500 Cab Chassis vehicles, and 2021-2022 Model Year (DP) Ram 5500 Cab Chassis vehicles] vehicles fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 208 - Occupant crash protection.

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 Steering Column Control Module (SCCM) on your vehicle ^[1] may have been built with an insufficient weld between an internal flexible flat cable (FFC) and busbar, which can illuminate the airbag warning light and stop a deployment signal from the Occupant Restraint Controller from reaching the driver airbag module, preventing airbag deployment when directed. **An airbag that does not deploy when intended may result in increased risk of injury to the driver in certain crashes.**

The condition above fails to comply with the requirements of FMVSS No. 208 which requires driver's airbag deployment during certain crash events. Suspect SCCMs may prevent airbag deployment during these events.

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 SCCM. The estimated repair time is 45 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, JEEP®, DODGE 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 1-888-275-9171), 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.