



November 2018

Dealer Service Instructions for:

Safety Recall UB5 / NHTSA 18E-097

Driver Floor Mat

Subject

Some of the driver floor mats manufactured and sold as aftermarket equipment for use in Market Vehicles may exhibit an unacceptable amount of clearance between the mat and the accelerator pedal, when installed in a Market Vehicle. A driver floor mat without an acceptable amount of clearance to the accelerator pedal may prevent the accelerator pedal from returning towards an idle state when the driver removes pressure on the pedal, causing more engine power to be requested than intended. Unintended engine power can cause a vehicle crash without prior warning. If these floor mats are installed in the vehicles they were sold for, 2018 Jeep Grand Cherokee SRT or Trackhawk vehicles, this condition may be mitigated with the brake-throttle override function: if the accelerator pedal is held in a fixed position for a certain amount of time, and then the brakes are applied, the engine will disregard the continued accelerator pedal request and the engine will return to idle, despite the position of the accelerator pedal.

Repair

Inspect the driver's floor mat part number and replace the mat if it is the defective part.

These floor mats are sold as kits, but only the driver's side floor mat will be replaced. Customer must bring the driver floor mat to your dealership for inspection and replacement.

Parts Information

<u>Part Number</u>	<u>Description</u>
6RP51DX9AA	Floor Mat, Driver

Part can only be ordered through campaign@fcagroup.com, please provide VIN and Dealer Code.

NOTE: This is the WK Base Floor Mat Kit; this can be used to repair vehicles until the Trackhawk/SRT Floor mats become available. Any vehicle that gets the WK Base Floor Mat will get Trackhawk/SRT Floor Mat in the mail when they become available. Dealer should explain to customers that the recall is on the driver floor mat **ONLY**, and as a courtesy they are receiving a full set of base mats.

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Receive the driver floor mat from the customer.
2. Inspect the part number.
 - If the part number **is** 6ML07TRMAA or 6GA92TRMAA continue with Step 3.
 - If the part number **is not** 6ML07TRMAA or 6GA92TRMAA the floor mat is not included in this recall, return the driver floor mat to the customer.
3. **Destroy** and **DISCARD** the driver floor mat.
4. Provide the **NEW** driver floor mat to the customer or insert the **NEW** driver floor mat into the kit, then provide the remaining floor mats from the kit to the customer.

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 one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect Driver Floor Mat	23-UB-51-81	0.2 hours
Inspect and Replace Driver Floor Mat	23-UB-51-82	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. 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

UB5/NHTSA 18E-097

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 UB5.

IMPORTANT SAFETY RECALL

Driver Floor Mat

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 Floor Mat Kits. Floor Mat Kit Part Number: 6ML07TRMAA or 6GA92TRMAA.

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?

FCA records indicate that you may have purchased an aftermarket Mopar Floor Mat kit for your vehicle ^[1]. Some of the driver floor mats manufactured and sold as aftermarket equipment for use in Market Vehicles may exhibit an unacceptable amount of clearance between the mat and the accelerator pedal, when installed in a Market Vehicle. A driver floor mat without an acceptable amount of clearance to the accelerator pedal may prevent the accelerator pedal from returning towards an idle state when the driver removes pressure on the pedal, causing more engine power to be requested than intended. **Unintended engine power can cause a vehicle crash without prior warning.** If these floor mats are installed in the vehicles they were sold for, 2018 Jeep Grand Cherokee SRT or Trackhawk vehicles, this condition may be mitigated with the brake-throttle override function: if the accelerator pedal is held in a fixed position for a certain amount of time, and then the brakes are applied, the engine will disregard the continued accelerator pedal request and the engine will return to idle, despite the position of the accelerator pedal.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will inspect the driver's floor mat part number and replace the mat if it is the defective part. **These floor mats are sold as kits under the part numbers listed above, but only the driver's side floor mat will be replaced. Be sure to bring the driver floor mat with this letter to your dealership.** In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is ½ hour. We recommend that you schedule a service appointment to minimize your inconvenience.

Please remove the current driver floor mat until you get your mat replaced.

**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
Fiat Chrysler Automobiles 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.