



March 2019

Dealer Service Instructions for:

Safety Recall V12 / NHTSA 19V-051 HVAC System

Remedy Available

2019 (DT) Ram 1500 Pickup

NOTE: This recall applies only to the above vehicles equipped with a 12 inch touchscreen display radio combined with the base Heating, Ventilation and Air Conditioning (HVAC) system.

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 12-inch touchscreen display radio on about 15 of the above vehicles may not communicate with the base HVAC system. Customers may realize that the HVAC system is not functioning by a lack of response to control inputs in the 12-inch touchscreen display radio interface. **The lack of a functioning windshield defrosting and defogging system may decrease outward visibility in certain driving conditions and can cause a vehicle crash without prior warning.**

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 571.103 - which requires vehicles to “have a windshield defrosting and defogging system.” Vehicles built with the 12-inch touchscreen display radio combined with the base Heating, Ventilation and Air Conditioning (HVAC) system do not have a functioning windshield defrosting and defogging system.

Repair

FCA US will repurchase the affected vehicles based on the fair market value of the vehicle based on its mileage and condition (less any modifications) using publicly available third-party valuation tools. The dealer or FCA US Customer Care will make arrangements with the vehicle owner for a final appraisal of vehicle value.

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 appraisal 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

V12/NHTSA 19V-051

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 help schedule an appointment

An agent can help schedule an appointment

3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner’s Companion App.

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 V12.

IMPORTANT SAFETY RECALL

HVAC System

Dear [Name],

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

FCA has decided that certain [2019 model year (DT) RAM 1500 Pickup] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 571.103 - which requires vehicles to “have a windshield defrosting and defogging system.” Vehicles built with the 12-inch touchscreen display radio combined with the base Heating, Ventilation and Air Conditioning (HVAC) system do not have a functioning windshield defrosting and defogging system.

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

WHY DOES MY VEHICLE NEED REPAIRS?

The 12-inch touchscreen display radio on your vehicle ^[1] may not communicate with the base HVAC system. Customers may realize that the HVAC system is not functioning by a lack of response to control inputs in the 12-inch touchscreen display radio interface. **The lack of a functioning windshield defrosting and defogging system may decrease outward visibility in certain driving conditions and can cause a vehicle crash without prior warning.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will offer to repurchase your vehicle. ^[2] FCA US’ offer to repurchase your vehicle will be based on the fair market value of your vehicle based on its mileage and condition (less any modifications) using publicly available third-party valuation tools. Your dealer will assist you in making arrangements for a final appraisal of your vehicle.

TO SCHEDULE THE REPURCHASE OF YOUR VEHICLE, 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 your vehicle repurchased.

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.