



# SAFETY RECALL VB1: 2014-2019 DS 3.0L EGR Cooler

## Customer Handling

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In the event that a customer contacts your dealership regarding concerns related to the VB1 Recall, please advise the customer that parts are currently being obtained and a Remedy is expected April 2020. Customers should also be advised to check their coolant level once every week. If coolant level is consistently below the cold fill line, please direct the customer to come to the Dealership for diagnosis immediately. Click [HERE](#) for a one pager that can be provided to the customer to assist with checking the coolant level.

When diagnosing the vehicle, place the customer in a loaner for their convenience. Vehicles should be repaired as per their current warranty coverage. Goodwill assistance should be provided for vehicles no longer under warranty for EGR Cooler replacements. If a customer needs their EGR Cooler replaced, order EGR Cooler part number 68483334AA and Bushing part number 68490221AA (2 required). Part supply is extremely limited. If additional parts are needed follow the order escalation process per the instructions [HERE](#). If there is any issue using this process, please contact your Area Manager or Business Center immediately.

**An EGR Cooler should only be replaced if the part has failed.**

If the vehicle does not currently need any repairs and the customer is still concerned for their safety, please provide the customer with a loaner vehicle until such time that the remedy for the recall is available. Reimbursement will be provided for rental expenses at the current reimbursement rates per FCA Policy regardless of the vehicle's current warranty coverage. If a customer is placed into a long term rental please inform your Area Manager.

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