



Revised November 2020

Dealer Service Instructions for:

Equipment Safety Recall W64

NHTSA 20E-060

Drivers Side Floor Mat

NOTE: Added new information in parts section.

Subject

FCA US LLC (FCA US) has announced an equipment safety recall on certain Mopar Floor Mat Kits part numbers: 82215323, 82215321, 82215323AB, 82215321AB, 82215323AC, 82215321AC, 82215322, 82215320, 82215322AB, 82215320AB, 82215322AC, 82215320AC, 82215421, 82215422, 82215421AB, 82215422AB, 82215421AC, 82215422AC, 82216268AA, 82216269AA.

Customers that may have purchased the above Mopar Floor Mat Kits parts numbers may not have had the driver's side floor mat modified in response to either Safety Recall W63 or Safety Recall W64 which required that the driver's side All-Weather floor mat be modified. We now have a replacement, which is a revised driver's side All-Weather floor mat available to replace the modified floor mat.

Repair

Remove driver's side All-Weather floor mat and **DISCARD** the mat, and install a **NEW** driver's side All-Weather floor mat.

Parts Information

<u>Part Number</u>	<u>Description</u>
CSPLW634AA	Quad & Crew (Black)
CSPLW633AA	Quad & Crew (Brown)
CSPLW631AA	Quad & Crew (Black -- Rebel with red logo)
CSPLW632AA	Quad & Crew (Black -- Rebel with gray logo)

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Remove the modified driver's side floor mat and **DISCARD** the floor mat.
2. Install the **NEW** driver's side floor mat and secure it to the retainers.
3. Return the vehicle 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 the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace the driver’s side floor mat	23-W6-41-82	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.

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

IMPORTANT SAFETY RECALL

Drivers Side Floor Mat

W64/NHTSA 20E-060

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 or download the Mopar Owner's Companion App.

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.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall W64.

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 Kit Part Numbers: 82215323, 82215321, 82215323AB, 82215321AB, 82215323AC, 82215321AC, 82215322, 82215320, 82215322AB, 82215320AB, 82215322AC, 82215320AC, 82215421, 82215422, 82215421AB, 82215422AB, 82215421AC, 82215422AC, 82216268AA, 82216269AA.

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

WHY DOES MY ITEM OF EQUIPMENT NEED REPAIRS?

FCA records indicate that you may have purchased an aftermarket Mopar All-Weather Floor Mat kit intended for the 2019 - 2020 (DT) Ram 1500 Pickup. The driver's side all-weather floor mat may in certain circumstances, interfere with the raised feature on an all-weather floor mat, possibly inhibiting the accelerator pedal from promptly repositioning to a lesser depressed position after the driver releases pressure on the accelerator pedal. If the accelerator pedal interferes with the mat, the vehicle may not decelerate as expected when the driver releases the accelerator pedal, which can cause a vehicle crash without prior warning. By continued braking, however, the driver can activate brake-throttle override to close the throttle and bring the vehicle to a safe stop.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

The dealership service department will replace the driver's side front floor mat ^[1] free of charge (parts and labor). **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's side front floor mat with this letter 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. ^[2] 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 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.

[2] 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.