



Revised November 2020

Dealer Service Instructions for:

Safety Recall W63 / NHTSA 20V-513 Drivers Side Floor Mat

NOTE: Added new information in Subject, Repair, and Parts section.

Remedy Available

2019 - 2020 (DT) Ram Pickup

NOTE: This recall applies only to the above vehicles equipped with ALL Weather Mats (sales codes CLF or CL3) and Power Adjustable Pedals (sales code XAP) or Power Adjustable Pedals with Memory (sales Code XAM).

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 driver's side All-Weather floor mat on about 182,000 of the above vehicles may not have been 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> |
|--------------------|---|
| 68537331AA | Quad & Crew (Black) |
| 68537332AA | Quad & Crew (Brown) |
| 68537333AA | Quad & Crew (Black -- Rebel with red logo) |
| 68537334AA | 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-W6-31-82 | 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

IMPORTANT SAFETY RECALL

Drivers Side Floor Mat

W63

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 Drivers Side All-Weather floor mat.

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

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 W63.

WHY DOES MY VEHICLE NEED REPAIRS?

Our records indicate that you did not have the driver's side floor mat in your vehicle ^[1] 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 your current floor mat.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will replace your driver's side All-Weather floor mat with a new improved floor mat ^[2] free of charge (parts and labor). We recommend that you schedule a service appointment to minimize your inconvenience. Please bring your driver's side All-Weather floor mat and this letter with you 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. ^[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 1-800-424-9153), 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.