



September 2020

Dealer Service Instructions for:

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

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### **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 side all-weather floor mat on about 182,498 of the above vehicles 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.

## Inspection of Drivers Side All-Weather Floor Mat

Visually inspect the driver’s All-Weather floor mat for the rib space as shown in the **Figure 1** of the illustration. Look on the backside of the mat for last two letters at the top row number **Figure 2** as shown in the illustration below. If the last two letters are **AA**, **AB**, **AC** that is defective floor mat. If a defective floor mat is identified, the rib material on 4 ribs that are in front of the accelerator pedal **MUST** be removed.



Figure 1 – All-Weather Drivers Side Floor Mat



Look for the last 2 letters at the top of the mat number and end of the number, any letters that are **AA**, **AB**, **AC** is a **defective** driver side floor mat.

Figure 2 – Back of Floor Mat

### **Parts Information**

No parts required for this campaign.

**Customers of modified driver's side floor mats will be included in a future Customer Satisfaction Notification campaign and will be notified when the replacement floor mat becomes available to have the driver's side modified floor mat replaced.**

### **Parts Return**

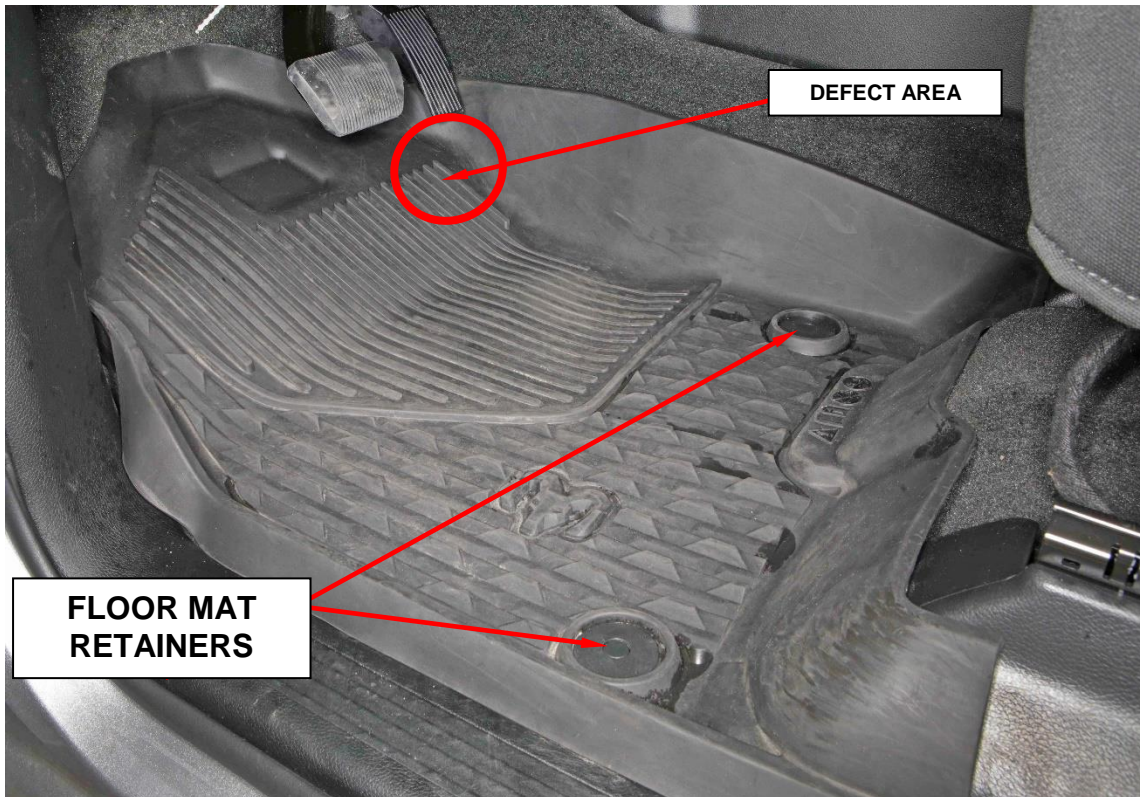
No parts return required for this campaign.

### **Special Tools**

No special tools are required to perform this service procedure.

**Service Procedure**

1. Grasp the driver's side floor mat and release the retainers and remove the floor mat from the vehicle (Figure 3).

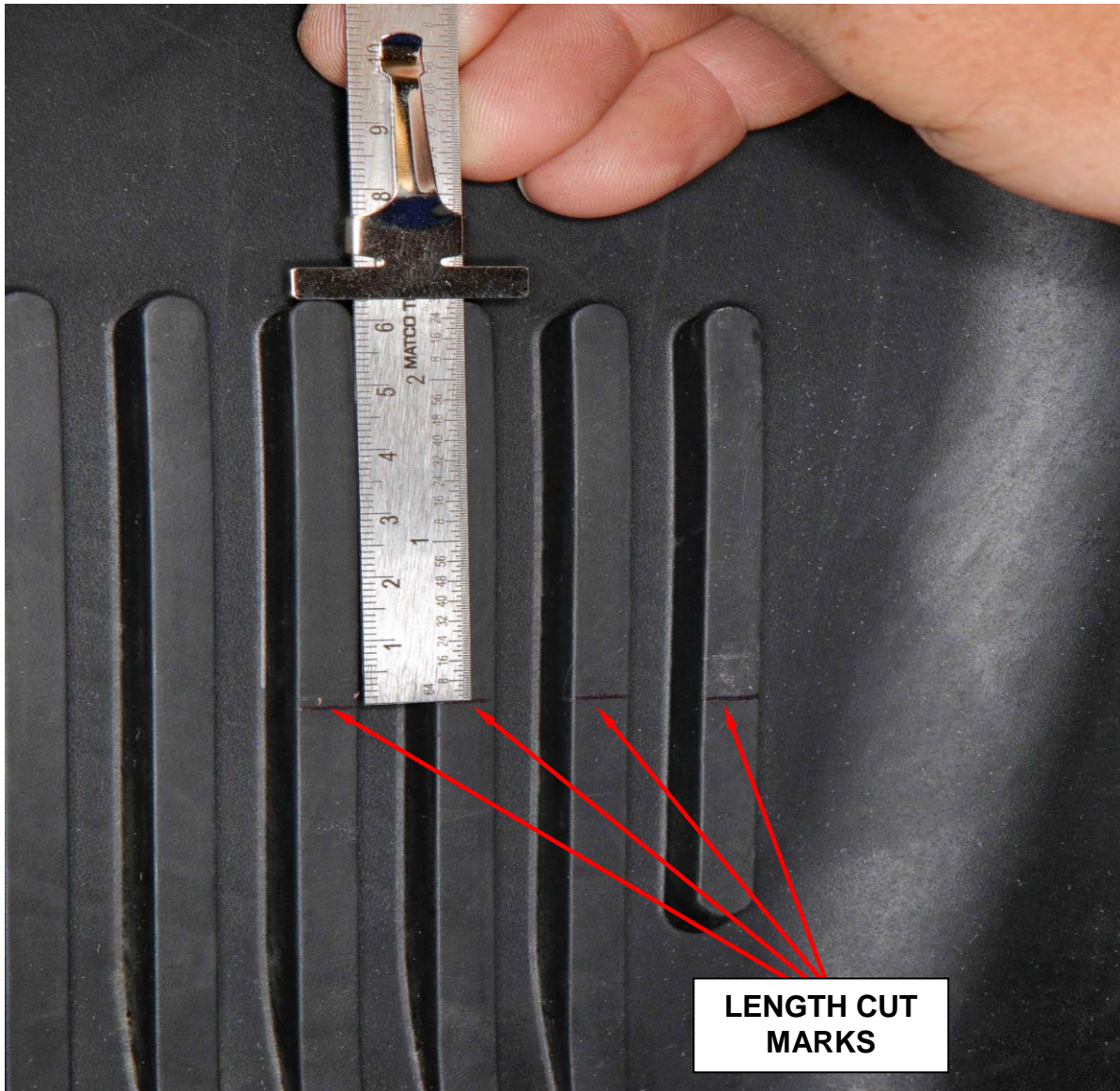


**Figure 3 – Drivers Side Floor Mat**

2. Place the floor mat on a smooth working surface.

**Service Procedure [Continued]**

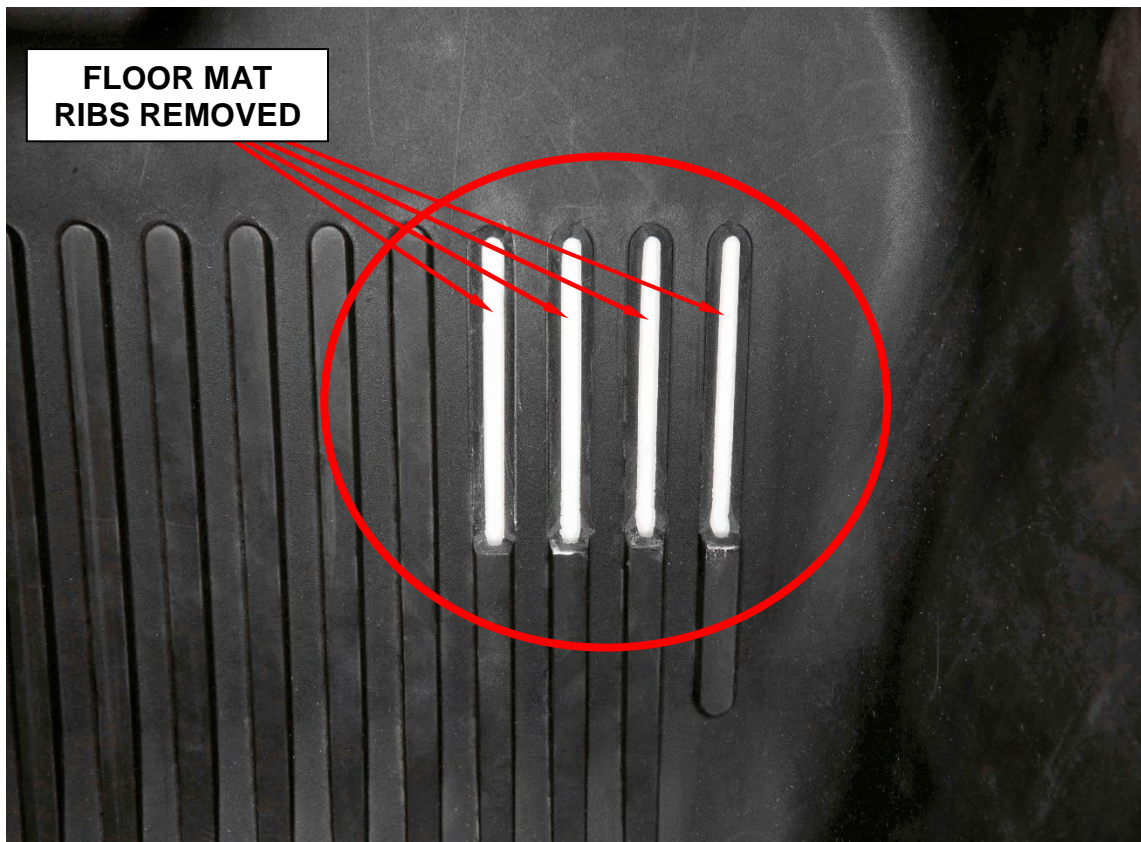
3. Measure 2 ½ inches (65mm) down on the last 4 ribs on the right front side of the floor mat and place a mark on each rib (Figure 4).



**Figure 4 – Floor Mat Measurement**

**Service Procedure [Continued]**

4. Using a utility knife or equivalent cut the marked floor mat ribs on the right front side of the floor mat from the top down to the mark and remove the cut portion, repeat this on all 4 ribs (Figure 5).



**Figure 5 – Floor Mat Ribs Removed**

5. Reinstall and reattach the retainers of the driver side floor mat and 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:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect drivers side floor mat	23-W6-31-81	0.2 hours
Inspect and modify 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