

## SAFETY RECALL 13A: MY21-23 RAM HEAVY DUTY GRID HEATER RELAY

## **DEALER INSTRUCTIONS**

- Phase 2: 2022MY will launch with a targeted date of 4/18/2023; parts may not be used on 2022MY until this date (see attached DCMail communication)
- Phase 3: **2021MY** is currently targeted for mid-May

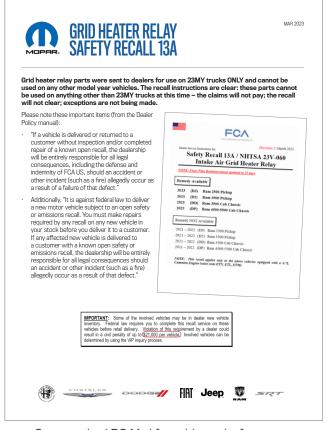
To ensure parts are distributed in an efficient manner, we will drop parts for Phase 2 based on current open VINs assigned to individual dealerships. Parts distribution for 13A will be as follows:

- 1. Initial allocation of parts based on VIN counts by phase (will not push for Phase 3 until launch)
- 2. Order restriction 1 in 7
- 3. Additional parts beyond the 1 in 7 via **Web Request** process

Part restrictions are utilized when we need to maintain a healthy level of stock until we can supply inventory without interruption and risk of backorders in the network. Part restrictions are lifted as quickly as possible. Web requests are the fastest way to obtain additional parts when there is a restriction in place.

Please keep in mind that Web Requests should be submitted weekly, after your Order Restricted parts (i.e., 1 in 7) have been placed. These Web Requests should be based on the current needs of the dealership (not future or anticipated needs for next phases). We allocate as many parts as we have available on a weekly basis to fill as many of these Web Requests as possible.

If you have questions about how to submit a Web Request please reach out to your Area Manager.



See attached DC Mail for additional information.













