



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

APR 2023

## 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.




### GRID HEATER RELAY SAFETY RECALL 13A

MAR 2023

Grid heater relay parts were sent to dealers for use on 23MY trucks ONLY and cannot be used on any other model year vehicles. The recall instructions are clear: these parts cannot be used on anything other than 23MY trucks at this time – the claims will not pay; the recall will not clear; exceptions are not being made.

Please note these important items (from the Dealer Policy manual):

- "If a vehicle is delivered or returned to a customer without inspection and/or completed repair of a known open recall, the dealership will be entirely responsible for all legal consequences, including the defense and indemnity of FCA US, should an accident or other incident (such as a fire) allegedly occur as a result of that defect."
- Additionally, "It is against federal law to deliver a new motor vehicle subject to an open safety or emissions recall. You must make repairs required by any recall on any new vehicle in your stock before you deliver it to a customer. If any affected new vehicle is delivered to a customer with a known open safety or emissions recall, the dealership will be entirely responsible for all legal consequences should an accident or other incident (such as a fire) allegedly occur as a result of that defect."



Order Service Instructions for:  
**Safety Recall 13A / NHTSA 23V-060  
Intake Air Grid Heater Relay**  
*(Review 11 March 2023)*  
**NOTE: Final Parts Availability limited to 17 days**

**Remedy Available**







2023	(DJ)	Ram 2500 Pickup
2023	(DD)	Ram 3500 Pickup
2023	(DD)	Ram 3500 Cab Chassis
2023	(DP)	Ram 4500/5500 Cab Chassis

**Remedy NOT Available**

2021 – 2022	(DJ)	Ram 2500 Pickup
2021 – 2022	(DD)	Ram 3500 Pickup
2021 – 2022	(DD)	Ram 3500 Cab Chassis
2021 – 2022	(DP)	Ram 4500/5500 Cab Chassis

**NOTE:** This recall applies only to the above vehicles equipped with a 6.7L Cummins Engine (series code E23, E24, E25).

**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. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Involved vehicles can be determined by using the VIP inquiry process.



See attached DC Mail for additional information.

