

October 2017



# IMPORTANT R26 SAFETY RECALL ANNOUNCEMENT

## PASSENGER AIRBAG INFLATOR FOR 2003 DODGE RAM 1500/2500/3500

### REVISED BUILD DATE RANGE IMPACT

Due to a revised build date range, approximately 50,000 VINs have been removed from the R26 Passenger Airbag Inflator Safety Recall Campaign.

- **R26 Customer Communication:** In March and May 2016, customers who owned a 2003 Dodge RAM 1500/2500/3500 were notified by mail of a defect in their Passenger side Airbag Inflator.
- **Revised VIN List:** In October 2017, it was determined that approximately 50,000 vehicles previously included in the R26 mailings do not have defective passenger side airbags.
- **R26 Owner Apology Letter:** An owner notification will be mailed directly to the 50,000 customers who have now had their vehicle removed from this campaign. The letter will apologize for the confusion and advise them that after further investigation, it was found that their vehicle is not equipped with a defective passenger side airbag, therefore, their vehicle is excluded from this safety recall.
- **VIP Impact:** All applicable VINs no longer show an active R26 campaign in VIP. *Please refer to VIP as the final reference to determine all Safety Recall Campaign Eligibility.*
- **Dealer Instructions:** Dealer Service Instructions have been updated to reflect the new VIN counts.
- **Dealer Galley Lists:** Assigned VIN counts and owner information in the galley lists has been updated in DealerConnect.

➔ *Please ensure all Service Personnel including Service Management, Advisors, Receptionists and Business Development Center (BDC) personnel are aware of this communication to ensure customers impacted are properly advised.*

Customers who have questions or concerns can contact the FCA Group Recall Assistance Center at either [fcarecalls.com](http://fcarecalls.com) or 1-800-853-1403.

Remember to refer to DealerConnect's Recall Central for all Campaign Communications.



**FCA appreciates your continued support to complete all applicable recalls on these customers' vehicles!**