



October 2020

Dealer Service Instructions for:

## **Safety Recall W70 / NHTSA 20V- 622 Drivers Side View Mirror**

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### **Remedy Available**

**2020 (DS) Ram 1500 Pickup  
(DJ) Ram 2500 Pickup**

*NOTE: This campaign applies only to the above vehicles equipped with Power Adjust Manual Folding Heated Glass Side View Mirror (sales code **GT6**) or (sales code **GTJ**).*

*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 rearview mirror on about 22,747 of the above vehicles may have been built with a mirror glass that was not properly adhered to the backing plate during the manufacturing process. This condition may result in the mirror glass falling off. A missing driver side mirror glass reduces visibility and could result in a vehicle crash without prior warning.

**Subject [Continued]**

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No.111 S6.1 requires that "Each multipurpose passenger vehicle, truck and bus, other than a school bus, with a GVWR of 4,536 kg or less shall have either (a) Mirrors that conform to the requirements of S5.; or (b) Outside mirrors of unit magnification, each with not less than 126 cm<sup>2</sup> of reflective surface". Both S5. and S6.1(b) require mirrors of unit magnification. Rearview mirror glass that is not properly adhered to the backing plate may become detached and no longer provide a reflective surface.

**Repair**

Remove and replace the drivers-side, side view mirror glass.

**Parts Information**

**Part Number**      **Description**  
**CSCLW701AA**      **Part Package**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	<b>Glass, Mirror Replacement</b>

**Parts Return**

No parts return required for this campaign.

**Special Tools**

No special tools are required to perform this service procedure.

**Service Procedure**

**A. Mirror Glass Removal**

1. Move the mirror into the full down position (Figure 1).

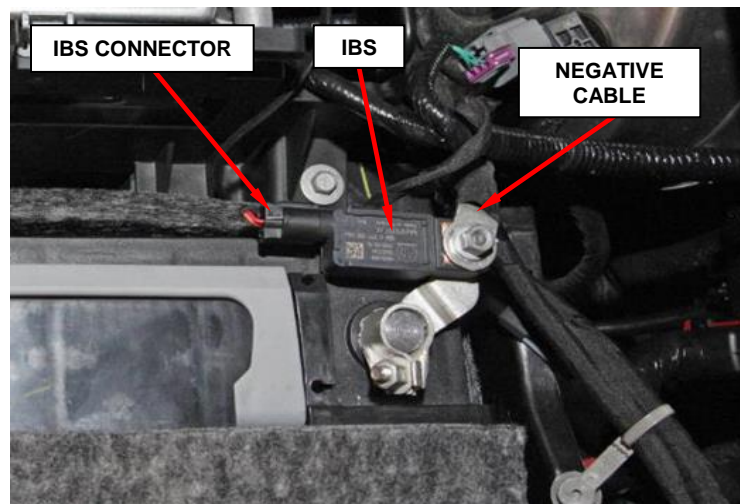


**Figure 1 – Drivers Side View Mirror**

2. Disconnect the Intelligent Battery Sensor (IBS) wire harness connector (Figure 2).

**NOTE: Failure to disconnect the IBS wire harness connector can lead to damage of the IBS wire harness connector.**

3. Loosen the ground terminal nut and remove the negative battery cable with IBS from the battery and isolate it (Figure 2).



**Figure 2 – Battery Ground Terminal and IBS**

**Service Procedure [Continued]**

4. Firmly and carefully grasp the mirror at the top and pull out to separate the upper mounting clips (Figure 3).

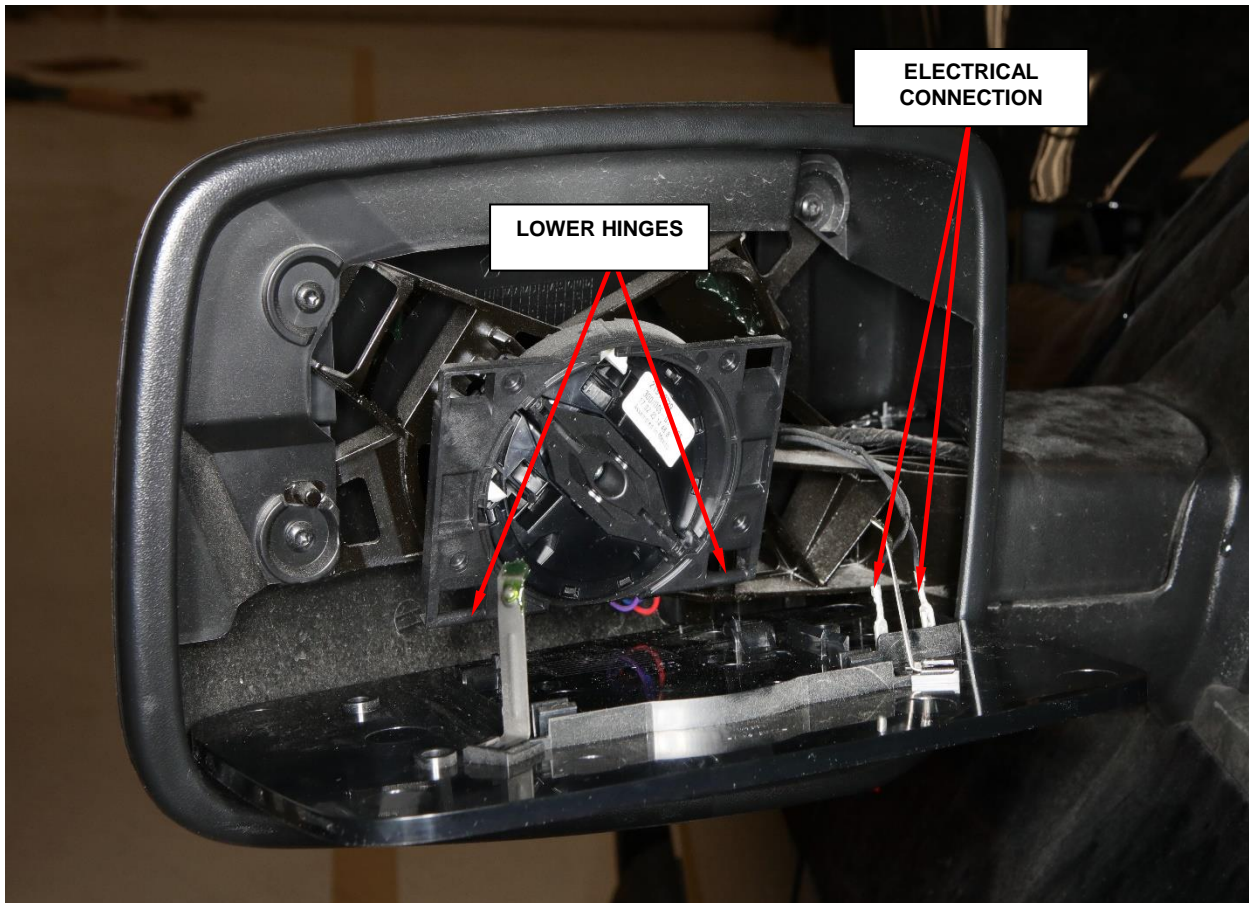


**Figure 3 – Mirror Glass**



**Service Procedure [Continued]**

5. Separate the lower hinge type clips from the mirror glass assembly (Figure 4).
6. Disconnect the electrical connectors and **DISCARD** the mirror (Figure 4).

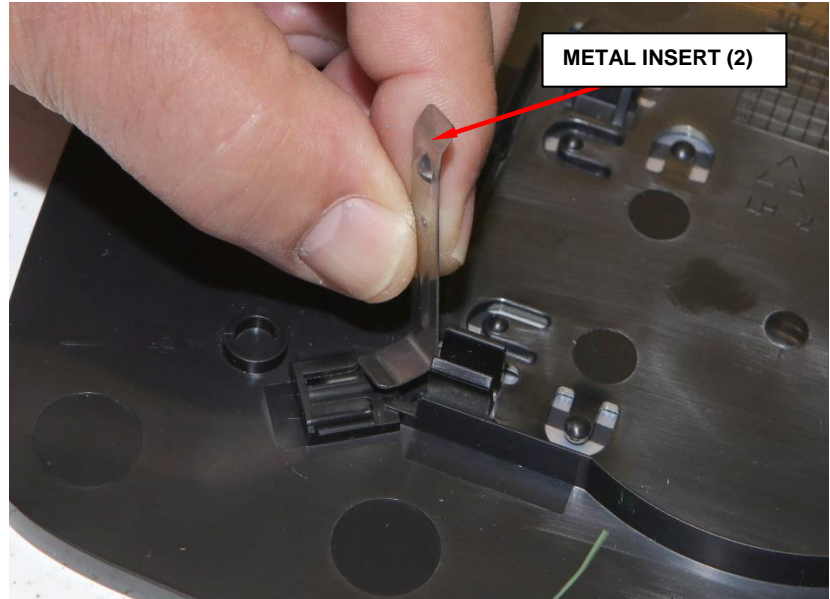


**Figure 4 – Electrical Connection**

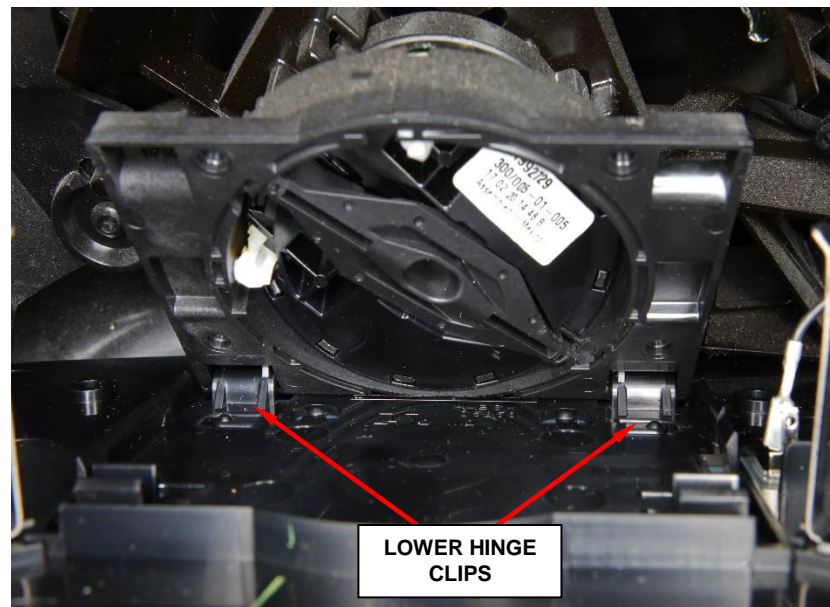
**Service Procedure [Continued]**

**B. Mirror Glass Installation**

1. Remove the metal inserts from the package and insert them on the **NEW** mirror (Figure 5).
2. Connect the electrical connectors (Figure 4).
3. Position the **NEW** mirror glass assembly into the housing and seat the lower hinge type clips fully (Figure 6).



**Figure 5 – Mirror Insert**

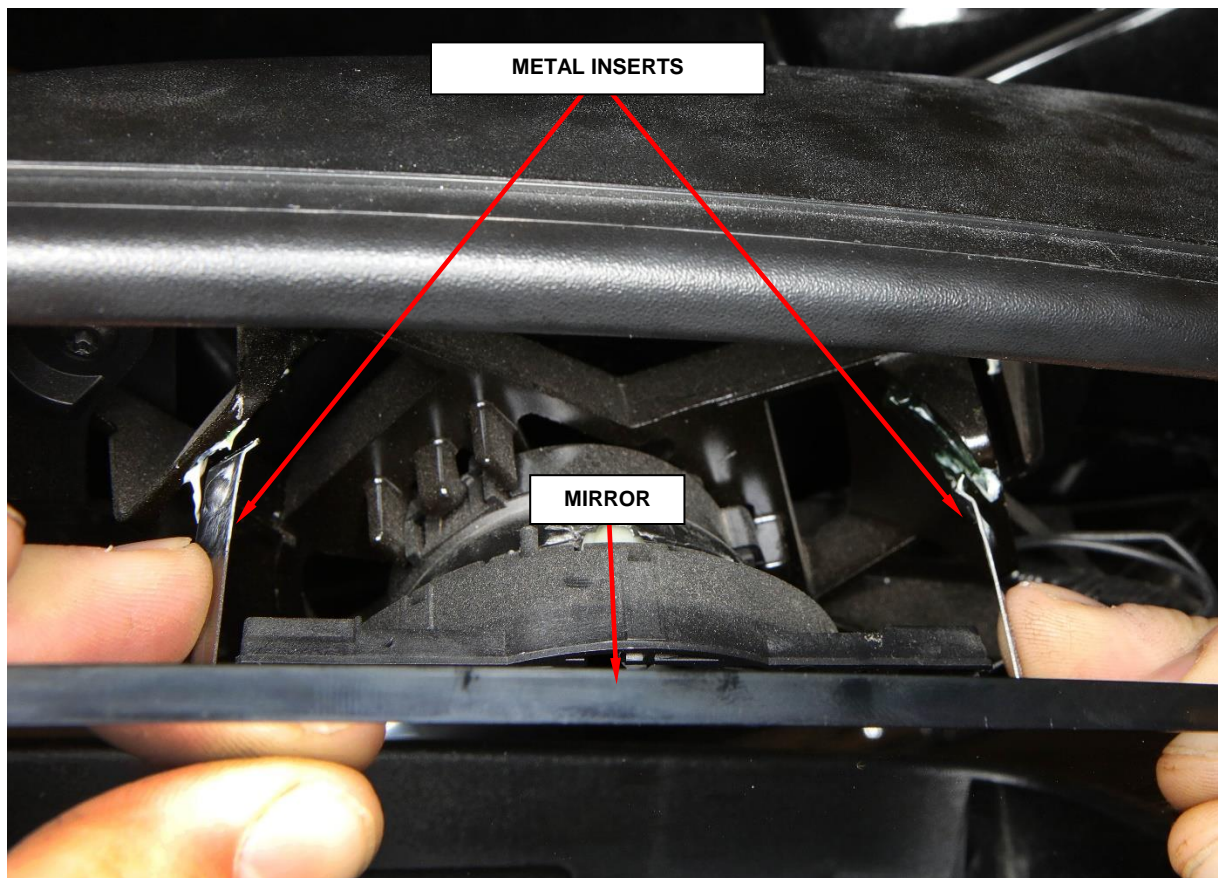


**Figure 6 – Mirror Lower Hinge**

**Service Procedure [Continued]**

4. Push the top of the glass back into the housing and seat the mounting clips fully (Figure 7).

**NOTE:** Assure the metal inserts are positioned on the inside of the mirror housing prior to fully positioning the mirror back into the housing.



**Figure 7 – Mirror Metal Inserts**

5. Install the negative battery cable with IBS to the negative post and tighten to 7N·m (62In. lbs.) (Figure 2).
6. Connect the IBS wire harness connector and close the hood (Figure 2).
7. Verify the mirror is operational in all directions.
8. Clean the mirror with glass cleaner.
9. 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>
Replace the driver’s side view mirror glass	23-W7-01-82	0.2 hours
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

Floor Plan Reimbursement represents the vehicle’s average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on **10/15/2020** and the remedy was made available on **10/27/2020**, therefore, the number of days cannot exceed **12** days.

Vehicle	Average Daily Allowance
2020 (DS) Ram 1500 Pickup	[REDACTED]
2020 (DJ) Ram 2500 Pickup	[REDACTED]

**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

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

W70/NHTSA 20V-622

LOGO

VEHICLE PICTURE

#### 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, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

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. The last eight characters of your VIN are provided above.

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall W70.

# IMPORTANT SAFETY RECALL

## Drivers Side View Mirror

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US has decided that certain [2020 (DS) Ram 1500 Pickup, (DJ) Ram 2500 Pickup] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 111 – Rearview mirror glass that is not properly adhered to the backing plate may become detached and no longer provide a reflective surface.

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

#### WHY DOES MY VEHICLE NEED REPAIRS?

The driver's side view mirror on your vehicle <sup>[1]</sup> may have been built with a mirror glass that was not properly adhered to the backing plate during the manufacturing process. This condition may result in the mirror glass falling off. A missing driver side mirror glass reduces visibility and could result in a vehicle crash without prior warning.

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will replace the driver's side view mirror glass. The estimated repair time is about a half hour. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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](http://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.