Bulk Recall Inquiry Tool Help File

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Recall Process Overview

From time to time we receive inquires about specific vehicle recalls and the FCA US LLC process for informing our Fleet accounts when their vehicles are involved. This communication will detail the three processes to receive VIN specific recall information. In most cases, we notify and provide recall information to the "owner of record" of a vehicle subject to a specific recall.

In the majority of retail sales the "owner of record" is generally the purchaser and primary driver. For Fleet accounts, the "owner of record" can be the Fleet itself, a financial institution, or a leasing company (also referred to as a lessor or Fleet Management Company - FMC) with a different "driver of record". Note that NHTSA regulations (CFR Part 577.5(h)) state that lessors have recall obligations that include primary responsibility to notify their lessees of a recall. As a convenience, FCA US LLC attempts to notify the "driver of record" on behalf of the Fleet Company. The "driver of record" is the person identified by the Fleet Company as the primary driver of a specific vehicle. Vehicle recall notices are sent to the mailing address (owner and / or driver) as noted in FCA US LLC's customer name and address database.

Accurate and updated information is critical to the notification process. In order to ensure optimum vehicle performance and satisfaction as well as driver safety, we've summarized the FCA US LLC inquiry methods and recall processes for your convenience and reference.

Recall Notification Process

FCA US LLC generates VIN / customer name & address lists for applicable recall notices from the owner / driver name & address warranty systems databases. A copy of the recall notice with all relevant VINs is mailed to the Fleet account / lessor. The Fleet account / lessor may use the list of VINs / customer names and addresses to mail recall notices for those vehicles where that information is different than that shown on the list. These differences are an indication that the driver name & address information has not been updated in the FCA US LLC database and need to be.

FCA US LLC mails a recall notice to each owner and / or driver of record as reflected in the FCA US LLC owner / driver name & address database. If driver information is not available, the recall notice is mailed directly to the Fleet owner / company that we show as having possession of the vehicle. It will then be up to the Fleet owner to notify the driver of any recalls for the vehicle. FCA US LLC can provide the courtesy recall notice mailings to drivers only if the information in the FCA US LLC name & address database is accurate and current.

Recall Inquiry Methods

FCA US LLC has developed tools for Fleet accounts that help them manage their open Recalls and Rapid Response Transmittals. These tools are available for registered accounts through the FCA US LLC Fleet Operations, DealerCONNECT, or the brand websites.   The various websites allow the user to send a text file containing a VIN list of their owned / operated vehicles to FCA US LLC and receive a detailed report back outlining Recall and Rapid Response information by VIN.

Recall Inquiry Tool

Fleets can access incomplete Recall / CSN / RRT information by using the *Recall Inquiry* tool located on the FCA US LLC Fleet website at www.fcausfleet.com (for non-Fleet customers please use the following link https://wrecall.extra.chrysler.com/fleetreports/restricted/wrecall/RecallInq?task=display) . Fleet accounts may determine if a VIN(s) has any incomplete recalls / CSNs / RRTs.
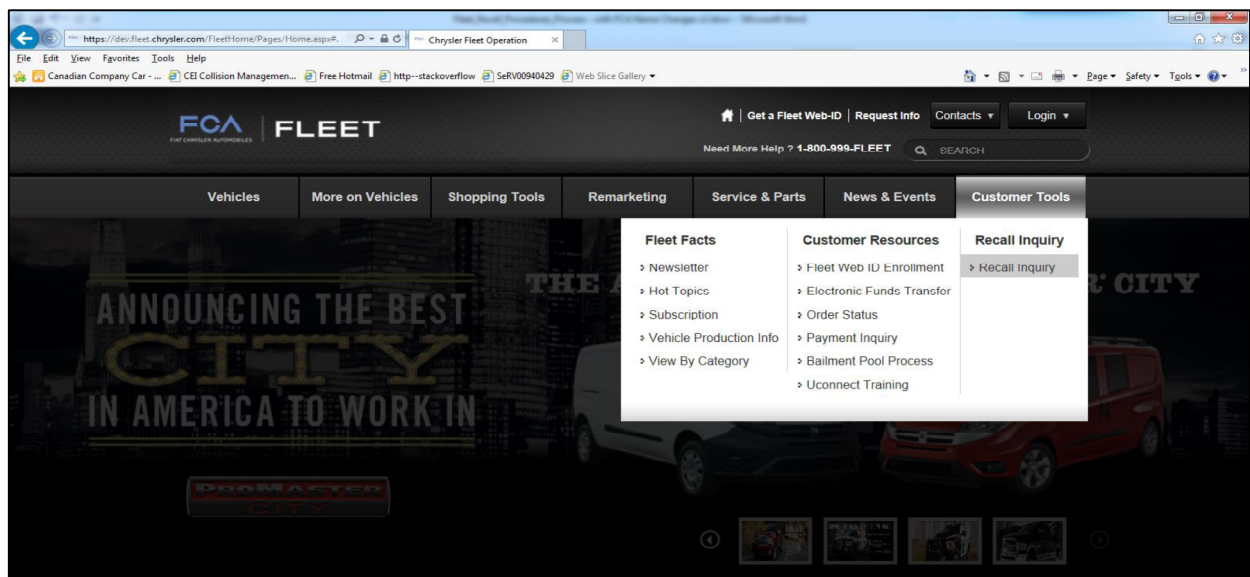
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Benefits of the Recall Inquiry Tool are:
- Multi VIN look-up tool that uses the actual Fleet account's VINs
- User Friendly Format – CSV
- Includes Recalls and Rapid Response information
- Provides Recall / RRT number & description, date and location
- Provides a summary report and invalid VIN report

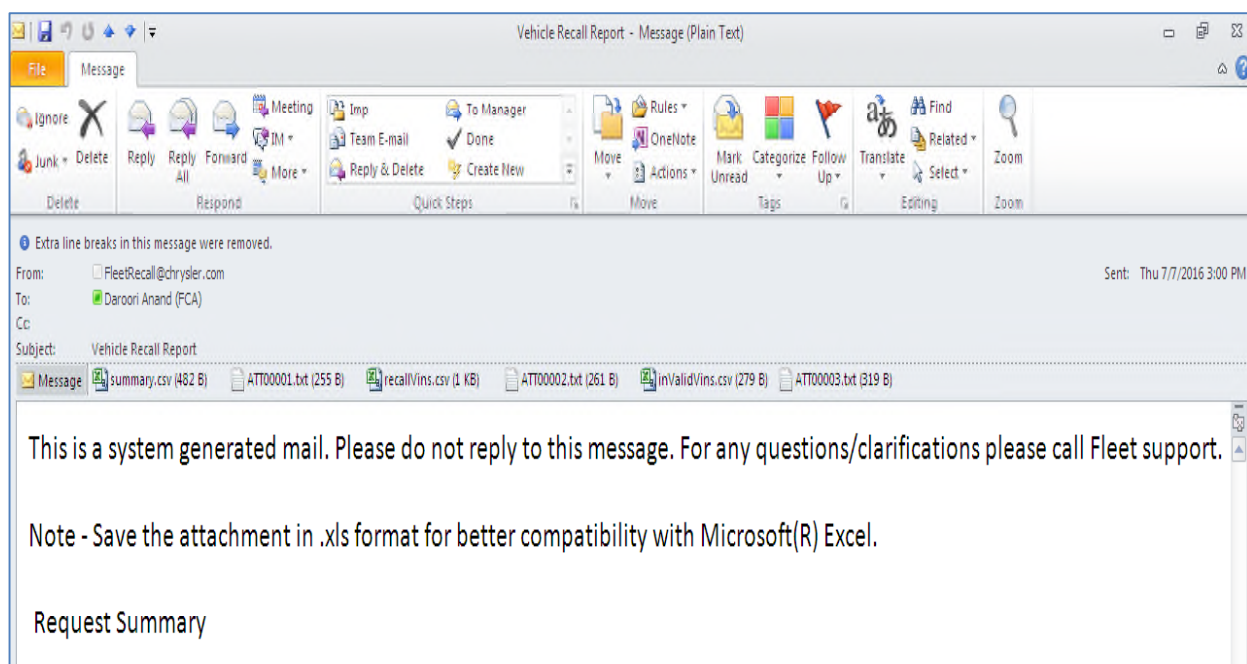## Easy to use instructions:
1. Open www.fcausfleet.com (for non-Fleet customers please use the following link https://wrecall.extra.chrysler.com/fleetreports/restricted/wrecall/RecallInq?task=display)
2. Click on "Customer Tools" tab
3. Click on "Recall Inquiry" link on the dropdown list

4. "Recall Inquiry" screen is displayed
5. Click on "Recall Inquiry" link (no Login required)

Search by Vehicle List:

6. Click on "Browse" and attach your TXT file of VIN's (click on *"Click Here"* for examples)
   - Large VIN list submission (The list is restricted to 5,000 vehicles / sent via email)
     - The file must be in text format (TXT)
     - One VIN per line
     - Full 17 digits VIN should be provided
     - Results will be sent to the email address provided within 2 hours (normally)
   - Make sure you mention an email address (where the file will be sent) that belongs to a person who is responsible for loading the` information into your business system(s).
   - Need Help? function utilizes a PowerPoint presentation to walk you through the steps of submitting an inquiry
7. Click on "Submit", the file will be sent to you within hours.
   An email will be sent to the mentioned address with the applicable Recall / RRT files attached.

Summary.csv:

	A	B
1	Date file/request received	7/7/2016
2	Date file/request processed	7/7/2016
3	Total # of VINs in file	6
4	# of vehicles with Recall	5
5	# of vehicles with Rapid Response	0
6	# of invalid VINs	1
7		

recallVins.csv:

	A	B	C	D	E	F	G	H	I
1	VIN Last 8	VIN First 9	ITEM CODE	FAN	RECALL #	DESCRIPTION	RECALL DATE	DEALER CODE	NAME
2	AH117635	2B3CJ5DT9	RC		S43	2004-2017 TAKATA AIRBAG EXPANSION	0001-01-01	C3897	MARTIN CHRYSLER LTD.
3	AH145620	2B3CA4CV8	RC		S43	2004-2017 TAKATA AIRBAG EXPANSION	0001-01-01	C5005	ONTARIO CHRYSLER JEEP DODGE INC.
4	AH152171	2C3CA3CV0	RC		S43	2004-2017 TAKATA AIRBAG EXPANSION	0001-01-01	C5111	SCARSVIEW CHRYSLER DODGE JEEP
5	AH161188	2C3CK3CV0	RC		S43	2004-2017 TAKATA AIRBAG EXPANSION	0001-01-01	CX737	HARVEYS AUTO CARRIERS - COMPOUND
6	AH244978	2B3CA3CV6	RC		S43	2004-2017 TAKATA AIRBAG EXPANSION	0001-01-01	C1028	STEELE CHRYSLER LIMITED
7									
8									

invalidVins.csv:
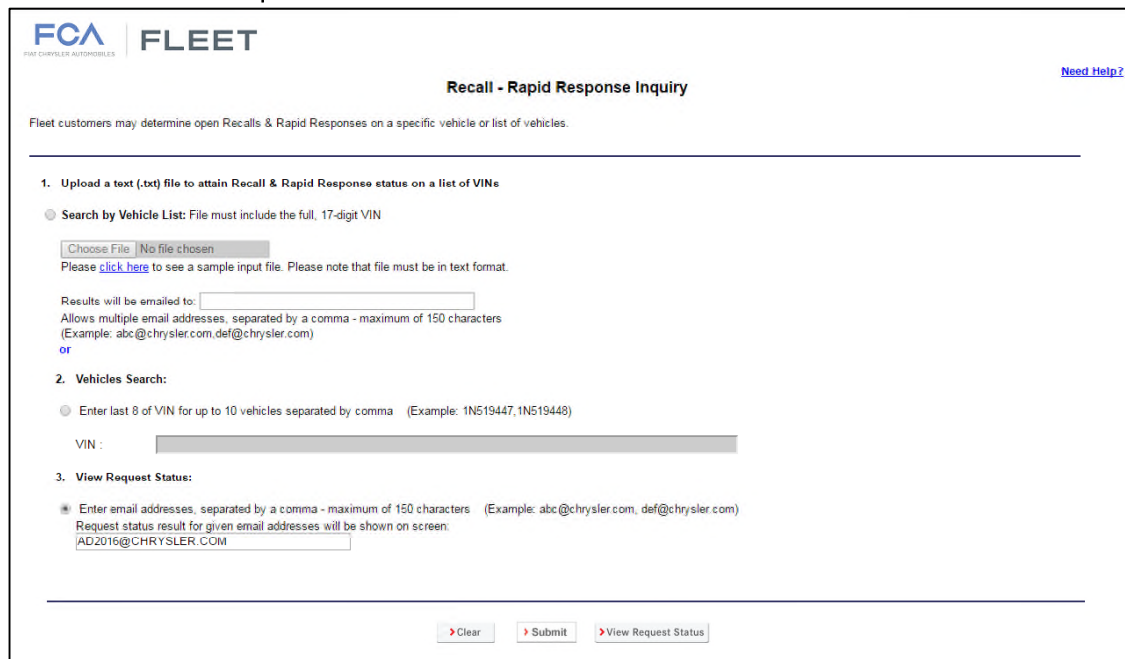
Vehicles Search:

8. Individual VIN's (up to 10, separated by commas) can also be submitted for inquiry

3. **View Request Status:**

9. Provide your email address to track the status of your requests submitted.
10. Click on "View Request Status".

11. View Request page lists status of all requests submitted by the user based on the email address provided.

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Single VIN Recall / Multiple VIN Recall / RRT Inquiries

Fleets with *DealerCONNECT* access can access Recall / CSN / RRT information by using the *Single VIN Inquiry / Multiple VIN Print* link located on the FCA US LLC DealerCONNECT website at http://dealerconnect.chrysler.com

Easy to use instructions:
1. Go to http://dealerconnect.chrysler.com
2. Click on *Service tab*
3. Click on *Single VIN Inquiry* or *Multiple VIN Print*
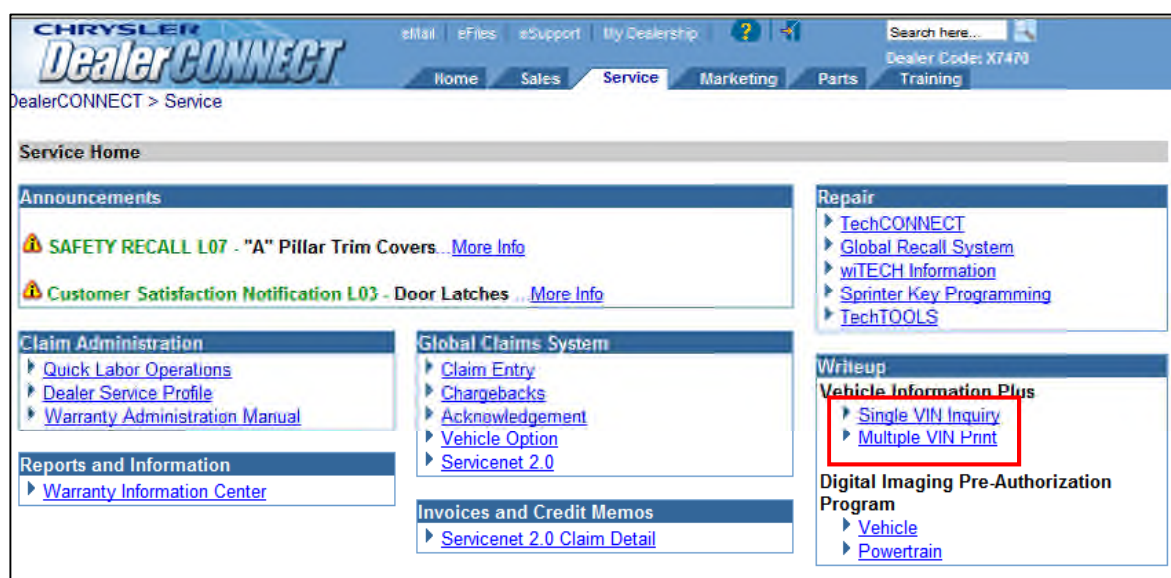
Single VIN Recall Inquiry

Fleets can access incomplete Recall / CSN information by using FCA US LLC's brand websites at www.Chrysler.com, www.Dodge.com, www.Ramtrucks.com or www.Jeep.com.

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Easy to use instructions:
1. Go to www.Chrysler.com, www.Dodge.com, www.Ramtrucks.com or www.Jeep.com
2. Click on *For Owners* link
3. In the *Recalls* section, enter a VIN, select your country and click on *GO*

Electronic Information Exchange Process

Driver Name and Address Process

Participating Fleet accounts provide FCA US LLC with a list of VINs per respective driver at least monthly via Electronic Business Message Exchange (EBMX). **Every record must be updated at least monthly** to indicate who the current driver is, as well as those vehicles that are no longer in service (i.e. terminated lease). FCA US LLC will use these updated names and addresses to mail recall notices directly to drivers on behalf of the Fleet account / lessors (Exhibit A).

Upon receipt and processing of the updated list, FCA US LLC will send an error file to the Fleet account / lessor summarizing all records that were not processed as well as the reason(s) why they weren't processed. The error file is sent via EBMX. Fleet accounts / lessors must utilize EBMX to receive error files. *Note that when a record is not processed, the FCA US LLC database is not updated with name / address information and status for a particular vehicle.*

The error file will be placed in the Fleet accounts / lessor's EBMX mailbox on the Monday following the submission of the Driver Name and Address file and will stay in the EBMX mailbox until a new error file is ready. If an error file has not been picked up by the time a new one is ready, it will be overwritten by the new error file. The Fleet Driver Update Error Report file layout and error description list are attached to this document (Exhibit B). Please direct all inquiries regarding EBMX or EBMX technical issues to our Help Desk at (800) 332-9978.

Incomplete Recalls

FCA US LLC will place, in the Fleet account / lessor's EBMX mailbox, a list of VIN(s) per recall of those vehicles in which the recall(s) has (have) not yet been completed. The incomplete recall lists are useful for Fleet account / lessor follow-up with their Fleet accounts to ensure that all vehicles for which they're responsible have the recall repairs performed.

Exhibit A

Driver Name and Address File Layout

EBMX Document Type: DCXDU   Length: 600 Bytes

#	Field Name	Lgth	Start	End	Data	Description	Remarks
1	Transaction Source	2	1	2	'06'	Code that documents the source of new records or updates.	Mandatory Mandatory
2	Transaction Function	2	3	4	'CH' (Update) 'TT '(Dispose of Ownership)	Code that indicates the type of record.	Mandatory Mandatory
3	Transaction Program-Id	8	5	12	'DRIVER '		Mandatory Mandatory
4	Transaction Time Stamp	26	13	38	Current Timestamp "1998-10-14-04.36.09.000000"	The time stamp of when the record was added or updated.	Mandatory Mandatory
5	Customer ID	9	39	47	N/A		
6	Title	2	48	49	Valid Title Codes: 00 None 01 Mr. 02 Mrs. 03 Miss 04 Rev. 05 Dr. 06 Business 07 Ms. 08 Mr.-Mrs. 09 Other	The set of codes representing a title that can be associated with a driver.	Mandatory
7	First Name	60	50	109		The driver's first name.	N/A FOR TT
8	Middle Initial	1	110	110		The driver's middle initial.	N/A FOR TT
9	Last Name	60	111	170		The driver's last name.	Mandatory. For Businesses, enter the Business Name here. N/A FOR TT
10	Name Suffix	4	171	174	JR/SR/I/II etc	The suffix that can be applied to the end of a person's name.	N/A FOR TT

11	Address Line1	100	175	274		The first line of a driver's address.	Mandatory N/A FOR TT
12	Address Line2	100	275	374		The second line of a driver's address.	N/A FOR TT
13	City	32	375	406		The city of a driver's address.	Mandatory N/A FOR TT
14	State	2	407	408		A code identifying a state or province with a country.	Mandatory N/A FOR TT
15	ZIP-Postal Code	9	409	417	ZIP5+4 – USA	A postal zip number.	Mandatory N/A FOR TT
16	Country	3	418	420	'USA'	A code representing a country. Currently, only USA is processed.	Mandatory Mandatory
17	Home Phone	20	421	440			N/A FOR TT
18	Business Phone	20	441	460			N/A FOR TT
19	VIN	17	461	477		The vehicle identification number.	Mandatory Mandatory
20	Sale Type	1	478	478	N/A		N/A FOR TT

21	Effective Date	8	479	486		Current Date.	Mandatory YYYYMMDD Mandatory YYYYMMDD
22	Effective Time	6	487	492		Current Time.	Mandatory HHMMSS Mandatory YYYYMMDD
23	Lease Months	2	493	494	N/A		N/A FOR TT
24	Sold Dealer Code	5	495	499	N/A		N/A FOR TT
25	Dealer Filler	3	500	512	N/A		N/A FOR TT
26	Fleet Account Number	5	503	521		This is the key relating to a business. A business is a commercial or industrial establishment.	Mandatory Mandatory
27	Secondary Fleet Account Number	5	508	523			

28	Person number	9	513	532	N/A		N/A FOR TT
29	Category Code	2	522	541	N/A		N/A FOR TT
30	Filler	77	524	600			N/A FOR TT

Exhibit B

Fleet Driver Update Error Report File Layout
(Shaded fields are not populated)

Document Type: DCXDE   Length: 665 characters

#	Lvl	Field Name	Length	Start	End
	01	FLT-ERROR-RPT-RECORD.			
1	05	FER-TRAN-SOURCE	PIC X(02)	1	2
		88 FER-SRCE-DRVR-TAPES VALUE '06'			
2	05	FER-TRAN-FUNCTION	PIC X(02)	3	4
		88 FER-FUNC-CHANGE . VALUE 'CH' 88 FER-FUNC-TERMINATE VALUE 'TT' 88 FER-FUNC-SOFT-TERM VALUE 'S2'			
3	05	FER-PROGRAM-ID	PIC X(08)	5	12
4	05	FER-TRAN-CREATE-TIMESTAMP	PIC X(26)	13	38
5	05	FER-TRAN-CUSTID	PIC X(09)	39	47
6	05	FER-CUST-TITLE	PIC X(02)	48	49
		88 FER-TITLE-NONE VALUE '00' 88 FER-TITLE-MR VALUE '01' 88 FER-TITLE-MRS VALUE '02' 88 FER-TITLE-MISS VALUE '03' 88 FER-TITLE-REV VALUE '04' 88 FER-TITLE-DR VALUE '05' 88 FER-TITLE-BUS VALUE '06' 88 FER-TITLE-MS VALUE '07' 88 FER-TITLE-MR-MRS VALUE '08' 88 FER-TITLE-OTHER VALUE '09'			
7	05	FER-NAME-FIRST	PIC X(60)	50	109
8	05	FER-NAME-MIDDLE	PIC X(01)	110	110
9	05	FER-NAME-LAST	PIC X(60)	111	170
10	05	FER-NAME-SUFFIX	PIC X(04)	171	174
11	05	FER-ADDR-LINE1	PIC X(100)	175	274

#	Lvl	Field Name	Length	Start	End
12	05	FER-ADDR-LINE2	PIC X(100)	275	374
13	05	FER-ADDR-CITY	PIC X(32)	375	406
14	05	FER-ADDR-STATE	PIC X(02)	407	408
15	05	FER-ADDR-ZIP	PIC X(09)	409	417
16	05	FER-ADDR-CNTRY	PIC X(03)	418	420
17	05	FER-PHONE-HOME	PIC X(20)	421	440
18	05	FER-PHONE-BUS	PIC X(20).	441	460
19	05	FER-VIN-NO	PIC X(17)	461	477
20	05	FER-TRAN-SALETYPE	PIC X(01)	478	478
21	05	FER-EFF-DATE-Y4MMDD	PIC X(08)	479	486
22	05	FER-EFF-TIME-HHMMSS	PIC X(06)	487	492
23	05	FER-TRAN-LEASE-PERIOD	PIC X(02)	493	494
24	05	FER-TRAN-SOLD-DEALER	PIC X(05)	495	499
25	05	FER-DLR-FILLER	PIC X(03)	500	502
26	05	FER-FAN1 .	PIC X(05)	503	507
27	05	FER-FAN2	PIC X(05)	508	512
28	05	FER-TRAN-PERSONNO	PIC X(09)	513	521
29	05	FER-TRAN-CATG-CODE	PIC X(02)	522	523
30	05	FER-VHCL-SAN (used in process)	PIC 9(09)	524	532
31	05	FER-FAN1-SAN (used in process)	PIC 9(09)	533	541
32	05	FER-FILLER	PIC X(59)	542	600
33	05	FER-ERROR-CODE.	PIC X(05)	601	605
34	05	FER-ERR-MSG	PIC X(60)	606	665

Type of Error put on record out:

0094R – THERE IS NO CURRENT OWNER FOR THIS FLEET DRIVER TRAN	Already Disposed
0093R – FLEET DRIVER TRAN SHOULD NOT HAVE DIFF FLEET OWNER	Different Fan
0096R – BAD ZIP, CANOT VALIDATE THIS ADDRESS	Bad Address
0150Z – INVALID VIN NO SAN FOUND ON WARRANTY	Invalid Vin
0074R – COIN OWNERSHIP GOT HIGHER EFFECTIVE DATE	New Owner
0079R – NADIS KEY GENERATION FAILURE	Not enough Data
0042R – LAST NAME IS LESS THAN TWO CHARACTERS	Last Name too Small
0071R – CAN NOT FIND CM ROW FOR THE CUSTOMER	No NVDR on File
0080R – FAN1 & DRIVER DETAILS ARE SAME	No Separate Driver
0062R – OWNERSHIP EFFECTIVE DATE SHOULD NOT BE FUTURE DATE	No Future Date
0061R – INVALID OWNERSHIP EFFECTIVE DATE	Effective Date Invalid

Error Descriptions:

0071R – CAN NOT FIND CM ROW FOR THE CUSTOMER
The information Chrysler has on file for this unit indicates that a New Vehicle Delivery Report (NVDR) has not been processed.

0074R – COIN OWNERSHIP GOT HIGHER EFFECTIVE DATE
The information Chrysler has on file for this unit indicates that an update has been processed that contains an effective date more recent than the one specified in this transaction.

0079R – NADIS KEY GENERATION FAILURE
This transaction record is missing required data and cannot be successfully processed. We need enough of a name and address to generate a record that can be found again.

0080R – FAN1 & DRIVER DETAILS ARE SAME
This transaction record contains matching information in FAN 1 and Driver Information fields.

0093R – FLEET DRIVER TRAN SHOULD NOT HAVE DIFF FLEET OWNER
The information Chrysler has on file for this unit indicates that the Fleet Acct Number for this transaction is in error. We show another Fleet Account Number owns this vehicle.

0094R – THERE IS NO CURRENT OWNER FOR THIS FLEET DRIVER TRAN
The information Chrysler has on file for this unit indicates that a Termination Transaction has been processed.

0096R – BAD ZIP, CANNOT VALIDATE THIS ADDRESS
The information on this transaction contains insufficient information to validate the address.

0150Z – INVALID VIN NO SAN FOUND ON WARRANTY
The information on this transaction contains a Vehicle Identification Number (VIN) that cannot be found.

Reports Output

The Fleet Vin Inquiry tool sends back three files via email and they are listed below:

- Summary.csv
- Recallvins.csv
- InvalidVINs.csv

This is an explanation of the information returned with each file.

Summary File (Summary.CSV)

Field Name	Description
Date file/request received	Date that the file request was received
Date file/request processed	Date that the file request was processed
Total # of VINs in file	Number of VINs submitted
# of vehicles with Recall	Number of VINs submitted with a recall

# of vehicles with Rapid Response	Number of VINs submitted with a Rapid Response Transmittal (RRT).
# of invalid VINs	The number of VINs submitted that were not valid.

VIN List File (RecallVINs.CSV)

Field Name	Description
VIN Last 8	Last 8 characters of the vehicle identification number (VIN).
VIN First 9	First 9 characters of the VIN.
ITEM CODE	This will be RT for a Rapid Response Transmittal and RC for Safety Recall or Customer Satisfaction Notice (CSN). Note: the Recall Date will be 01/01 /0001for a CSN.
FAN	This is a unique number referring to a Fleet Customer (Fleet Account Number (FAN))
RECALL #	Refers to the FCA number of the campaign
DESCRIPTION	A high level description of the Safety Campaign or the CSN.
Recall Date	If a Safety campaign, this is the date the issue was reported to the United States Government.
Dealer Code	FCA code referring to the Dealer associated to the VIN listed.
Dealer Name	Name of the Dealer associated to the VIN,

Invalid VIN File (InvalidVINS.CSV)

Field Name	Description
None	List of vehicle identification numbers (VINs) determined to be invalid.