



Safety Recall V47/ NHTSA 19V-325 Backlite Glass

Parts Ordering Information

This recall instructs dealerships to inspect the backlite (AS) marking. **Very few vehicles are expected to require glass replacement. Backlite glass should be ordered only after inspection determines that replacement is required.** Follow the below process found on page 4 of the dealer instructions to properly order the required parts.

1. Using a camera or cell phone with camera, take a clear photograph of the AS2 marking on backlite glass to submit with part request order

NOTE: For best photo results, place a white piece of paper behind the glass and a flash may be necessary to provide sufficient lighting to penetrate the dark tinted glass making the marking visible.

2. Sign into DealerCONNECT.

3. Click on the “Service” tab.

4. Under the “Warranty Administration” section heading click on “Warranty Information Center (WIC)”.

5. On the “Warranty Information Center” Page click “Ask a Question” to begin the part request order submission. Fill out the “Submit a Case” form with the **Mandatory Information** and then click “Submit”.

Mandatory Information:

Subject: Recall V47 Request

Inquiry Description: Please Review

Grouping: Ask Warranty

Product: Recall V47

Enter VIN (last 8 characters)

Add attachment: Photograph of glass label clearly showing AS2 marking



Figure 2 – Example of Acceptable Photograph of Backlite AS2 Marking

For questions, contact the Warranty Hotline: 888-255-2616

FCA Appreciates Your Support!

