

FAQs

What is a VIN ?

A VIN is a Vehicle Identification Number. It is a 17-character alphanumeric identifier or a manufacturer's serial number. Each character in the VIN number has a significant meaning. Together, they create a number that provides information about the vehicle and its unique history.

Where is the VIN located?

The VIN can be found on the vehicle's dashboard, driver-side door jamb labels, title, registration and insurance documents.

Where can I find information pertaining to recalls or campaigns affecting my vehicle?

FCA Canada regards safety as paramount and does not compromise on the safety of our customers and their families. Confidence in our products and our services is of utmost importance to us. As a result of our commitment, we will periodically recall a vehicle to correct a problem or improve overall performance.

Vehicle owners are notified by direct mail for safety recalls, emission recalls and campaigns. Information about safety recalls is also typically available through the print and/or broadcast media. The notices sent through the mail will give owners the direction they need to have the recall or campaign properly addressed.

Visit any FCA Canada brand website and use the Vehicle Recall link to view all recalls and campaigns that apply to your vehicle's VIN.

What is a safety recall?

Safety recalls include any problems encountered with an FCA Canada product that are related to the safe operation of the vehicle or the safety of the occupants. FCA Canada will correct the problem, at no charge, even if the vehicle is out of warranty or you are not the original owner.

What is an emissions recall?

Emissions recalls are problems related to Canadian emissions standards. FCA Canada will correct the problem, at no charge, even if the vehicle is out of warranty or you are not the original owner.

What is a campaign?

Campaigns include Customer Satisfaction Notifications that are preventive in nature and involve warranty or customer satisfaction issues such as *non-safety* repairs. FCA Canada will correct the problem, at no charge, even if the vehicle is out of warranty or you are not the original owner.

My vehicle is involved in a recall and/or campaign. Why did I not receive a recall notification in the mail?

FCA Canada may not have the correct owner information for your vehicle. Please contact the Customer Name & Address Call Centre at 1-800-373-1474 to update your information and ensure you receive future notifications.

My vehicle is involved in a recall and/or campaign. Do I need a recall notification to get my vehicle repaired?

No, a recall notification is not required to have your vehicle repaired. If your vehicle is involved in a recall and/or campaign, contact an authorized FCA Canada dealer to schedule a service appointment.

[Recalls.mopar.ca](https://recalls.mopar.ca)