



November 2015

Dealer Service Instructions for:

Safety Recall R58 / NHTSA 15V-663 Spare Tire Heat Shield

Models

2016 (DS) RAM Truck

*NOTE: This recall applies only to the above vehicles equipped with a 5.7L Hemi engine (sales code **EZH**) and dual exhaust (sales code **NER**) built at the Saltillo Assembly Plant (“G” in the 11th VIN Position) from August 03, 2015 through August 10, 2015 (MDH 080300 through 081011).*

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 spare tire heat shield on about 250 of the above vehicles may be missing. The heat shield protects the spare tire from heat generated by the passenger side tailpipe. Spare tire exposure to excessive heat may damage the spare tire and increase the possibility of tread separation while the spare tire is in use. Spare tire tread separation, while the spare is in use, could cause a crash without warning.

Repair

The vehicle must be inspected for the presence of a passenger side spare tire heat shield.

Vehicles found with the passenger side spare tire heat shield missing will have a heat shield installed. Vehicles driven more than 50 miles without a passenger side exhaust tailpipe heat shield will also have the spare tire replaced.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that a heat shield is required and the vehicle must be held overnight.

Parts Information**Part Number****Description****55398948AC****Shield, Spare Tire****06508332AA****Screw and Washer Package (MSQ = 9)****NOTE: Order one package per vehicle.**

Each package contains the following components:

Quantity**Description****9****Screw with washer**

NOTE: The spare tire heat shield repair only requires three of the above screws with washers. Discard the extra 6 screws with washers that come in the 06508332AA package.

If spare tire replacement is required, call **Mopar Tire Works at 888-316-6727** or go to **DealerCONNECT / Parts Tab / Tire Order Entry** and then follow the screen prompts. Have the following information available:

- **Dealer Code / Vehicle VIN**
- **Vehicle Model and Model Year**
- **Tire Make, Model and Size**

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure**A. Inspect for Spare Tire Heat Shield**

1. Lift the vehicle on an appropriate hoist.
2. Inspect for the presence of an exhaust tail pipe heat shield for the right side tail pipe:
 - If the right side exhaust tail pipe has a welded on heat shield, no further action is required (Figure 1). Lower the vehicle from the hoist and return the vehicle to the customer.
 - If the vehicle has a body mounted right side spare tire heat shield, no further action is required (Figure 2). Lower the vehicle from the hoist and return the vehicle to the customer.
 - If there is no heat shield on the right side exhaust tail pipe or mounted to the body (Figure 3), continue with **Section B. Install Spare Tire Heat Shield**.

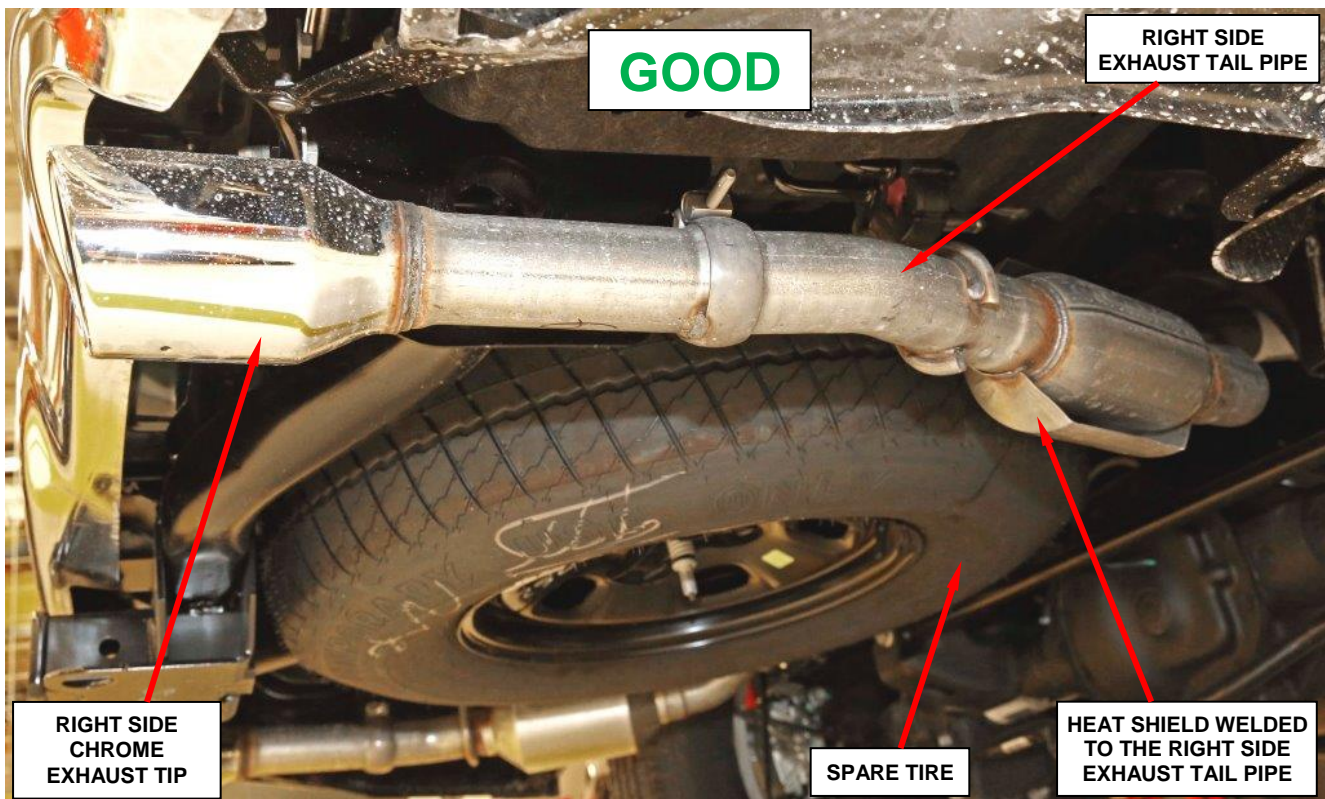


Figure 1 – Heat Shield Welded to Right Exhaust Tail Pipe

Service Procedure (Continued)

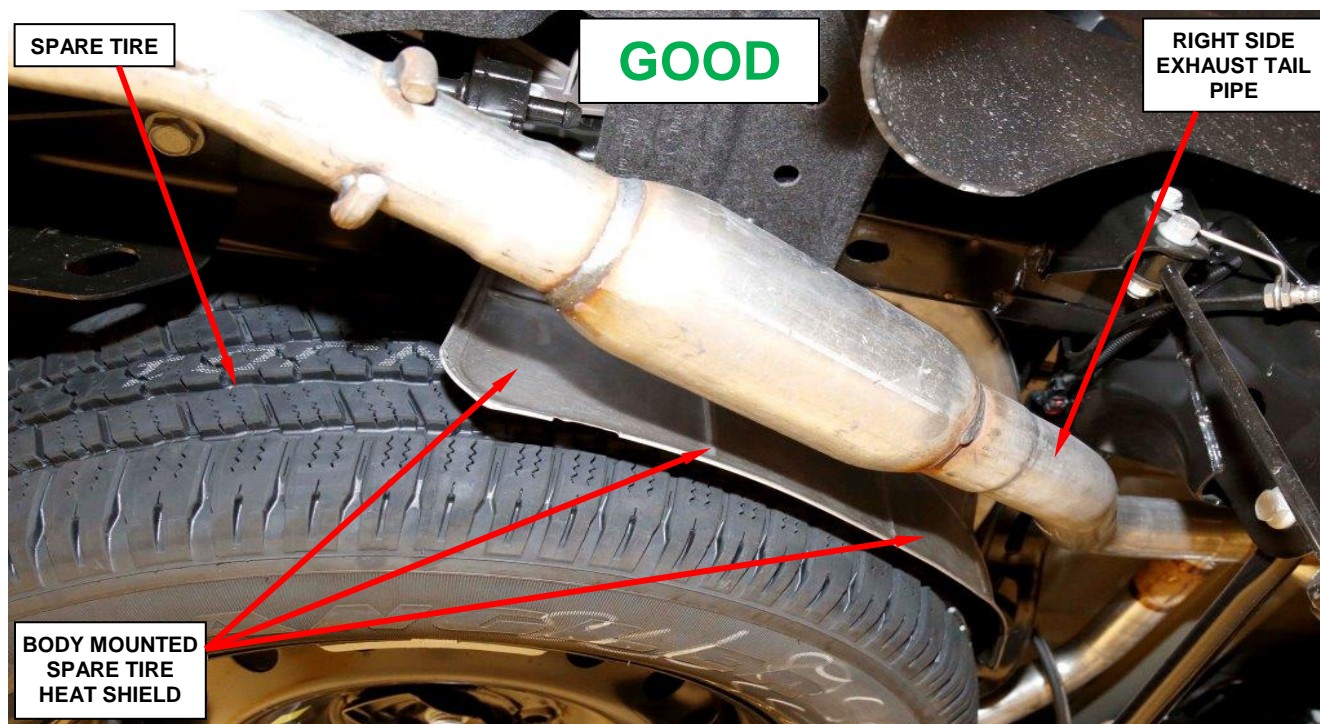


Figure 2 – Body Mounted Spare Tire Heat Shield

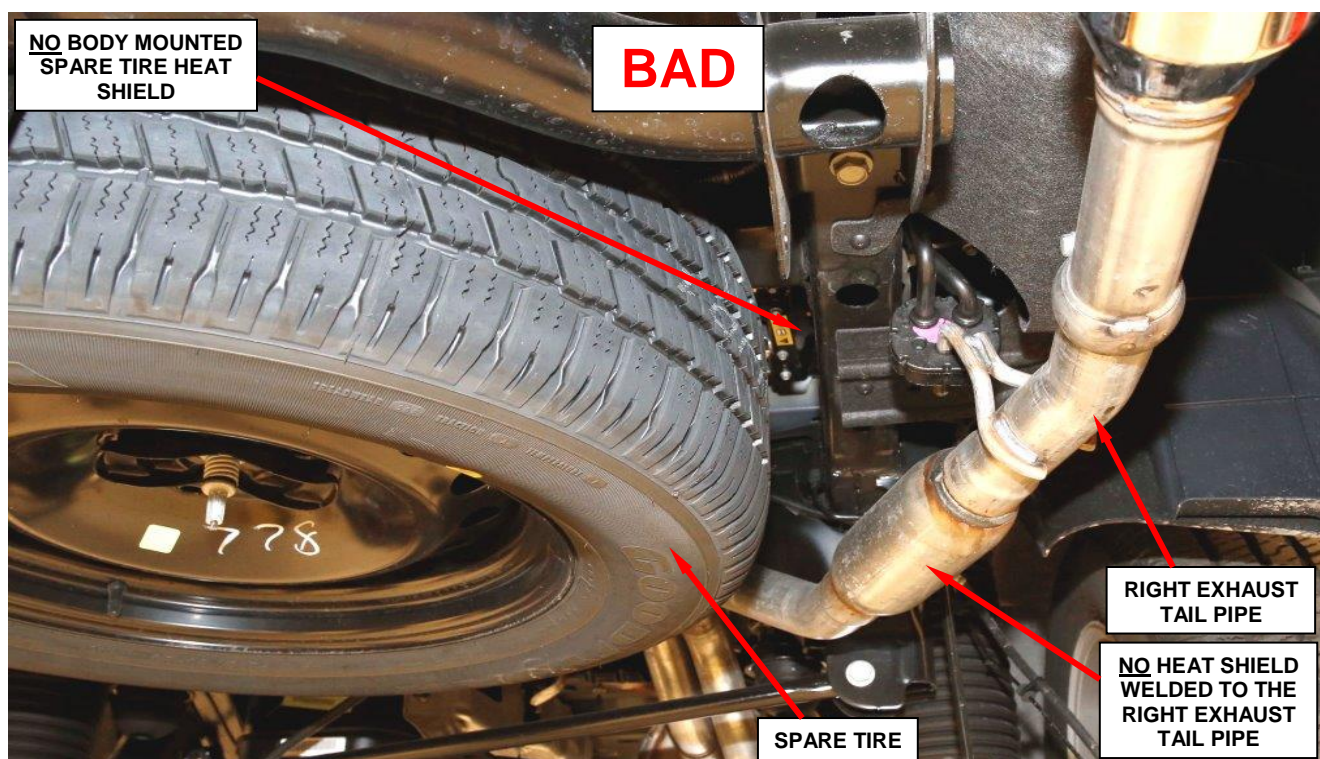


Figure 3 – No Spare Tire Heat Shield on Right Side Exhaust Tail Pipe or Mounted to the Body

Service Procedure (Continued)**B. Install Spare Tire Heat Shield**

NOTE: The following procedure is required if the heat shield is missing per the inspection in Section “A.” *Very few vehicles are expected to require this repair.*

1. Remove and save the spare tire jack tools access cover on the side of the right front seat (Figure 4).
2. Remove the jack tools from under the right front seat.
3. Assemble the jack tools.
4. Lower and remove the spare tire from under the vehicle (Figure 5).



Figure 4 – Jack Tools Access Cover

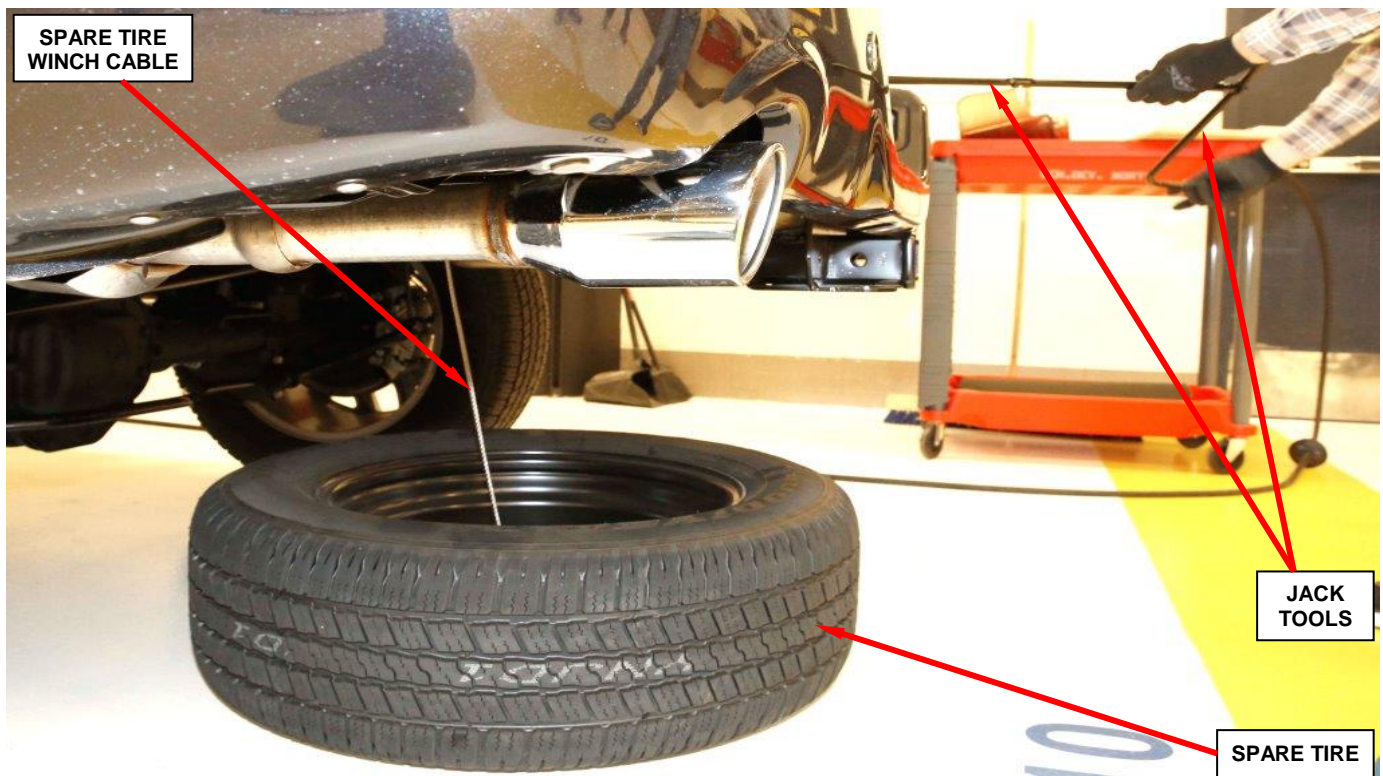


Figure 5 – Lower the Spare Tire to Gain Access to Heat Shield Fastener Locations

Service Procedure (Continued)

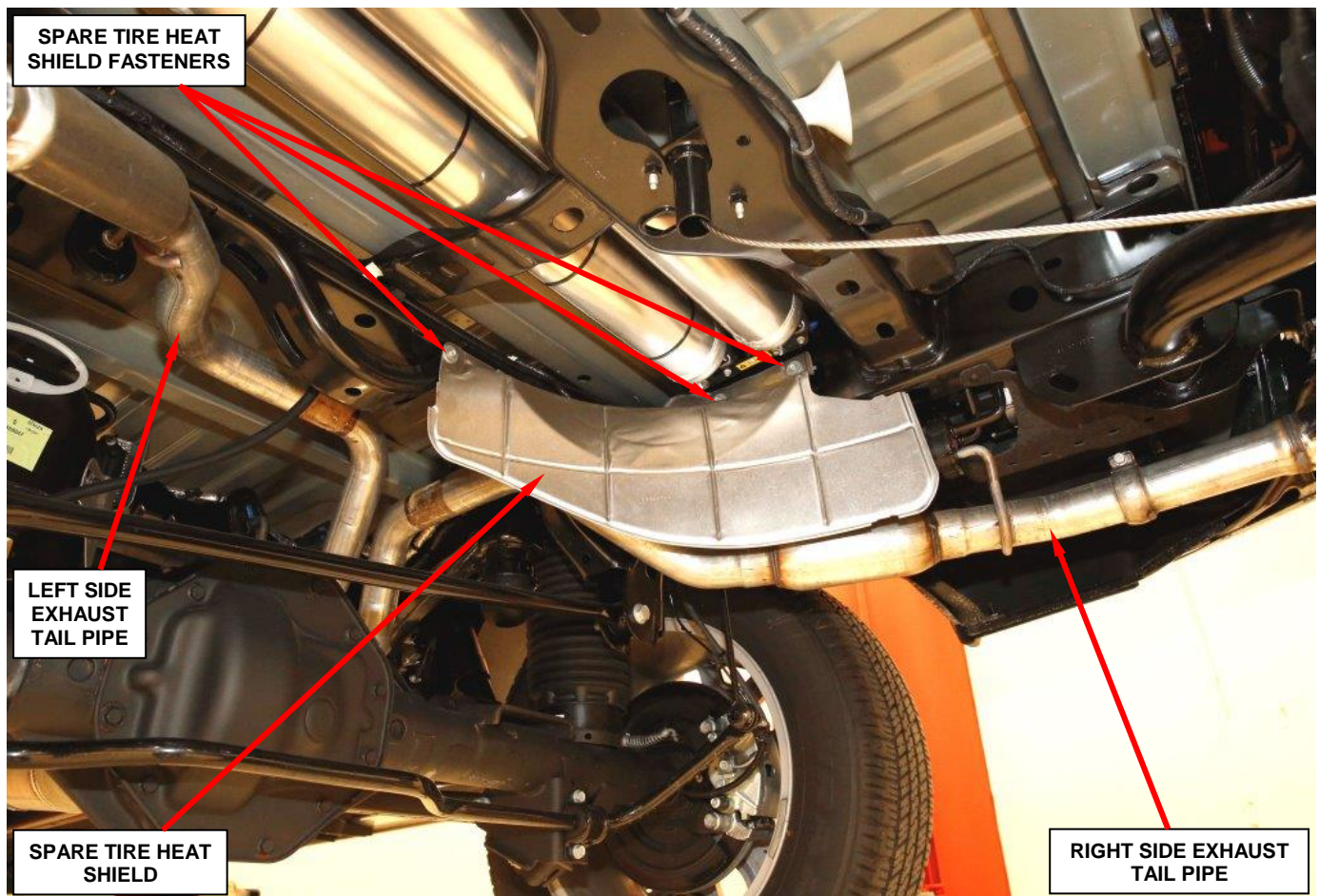


Figure 6 – Properly Installed Spare Tire Heat Shield

5. Lift the vehicle on the hoist.
6. Clean the heat shield mounting surface.
7. Place the new heat shield into position (Figure 6).
8. Install the three mounting screws and tighten them to 70 in. lbs. (8 N·m) (Figure 6).

CAUTION: verify that there is no contact between the new heat shield and right exhaust tail pipe. Adjust heat shield as require.

9. **For vehicles with less than 50 miles**, lower the vehicle from the hoist and install the spare tire into the stored position on the vehicle.

Service Procedure (Continued)

10. **For vehicles with more than 50 miles**, continue with the following procedure to replace the spare tire:
 - a. Dismount the original spare tire from the rim.
 - b. Destroy the original spare tire so that it cannot be reused.
 - c. Mount the new spare tire onto the original rim.
 - d. Balance the spare tire assembly using an appropriate tire balance machine.
 - e. Lower the vehicle from the hoist.
 - f. Install the spare tire into stored position on the vehicle.
11. Clean the jack tools.
12. Place the jack tools back into the storage bag.
13. Strap the jack tools bag to the jack.
14. Store and secure the jack tools back under the right front seat (Figure 7).
15. Install the jack tools access cover.
16. Return the vehicle to the customer.

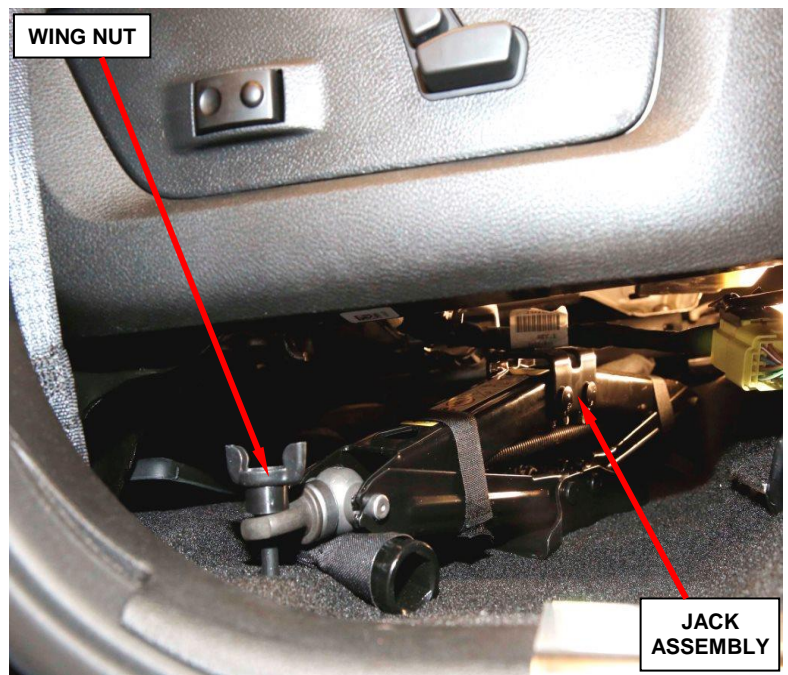


Figure 7 – Return Jack and Tools to Stored Location Under Right Front Seat

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 submitted will be used by FCA to record recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Inspect for heat shield at spare tire	11-R5-81-81	0.2 hours
Inspect for heat shield at spare tire and install heat shield (vehicles with less than 50 miles)	11-R5-81-82	0.3 hours
Inspect for heat shield at spare tire, install heat shield, and replace spare tire (vehicles with more than 50 miles)	11-R5-81-83	0.6 hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

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.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

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

IMPORTANT SAFETY RECALL

R58 / NHTSA 15V-663

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

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

Dear: (Name)

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain **2016 model year RAM trucks equipped with a 5.7L Hemi engine and dual exhaust**.

The problem is... The spare tire heat shield on your truck may be missing. The heat shield protects the spare tire from heat generated by the passenger side tailpipe. Spare tire exposure to excessive heat may damage the spare tire and increase the possibility of tread separation while the spare tire is in use. Spare tire tread separation, while the spare is in use, could cause a crash without warning.

What your dealer will do... FCA will repair your vehicle free of charge. To do this, your dealer will inspect for the presence of a passenger side spare tire heat shield. Trucks found with the passenger side spare tire heat shield missing will have a heat shield installed. Trucks driven more than 50 miles without a passenger side exhaust tailpipe heat shield will also have the spare tire replaced.

What you must do to ensure your safety... Simply **contact your Chrysler, Jeep, Dodge or RAM dealer** right away to schedule a service appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either **fcarecalls.com** or 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to **fcarecalls.com**.

If you have already experienced this specific condition and have paid to have it repaired, you may visit **www.fcarecallreimbursement.com** to submit your reimbursement request online or you can mail 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**. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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**.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.