

MOPAR > Communications

***IMPORTANT NOTIFICATION* S29 Safety Recall Announcement**

By **Mopar** on Monday, October 16, 2017

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October 2017



IMPORTANT S29 SAFETY RECALL ANNOUNCEMENT

TRAILER TOW LIGHTING CONTROL MODULE (2014 - 2016 RAM PROMASTER & 2015 - 2016 RAM PROMASTER CITY)

CAMPAIGN INSPECTION PROCESS

As part of the S29 Safety recall, it is *imperative* that an inspection occurs on all vehicles with an open S29 recall displayed in VIP and that proper claim processing occurs for payment and completion of the recall.

Inspection for the Mopar Trailer Tow Group kit can be easily done during a routine walk-around by the Service Advisor. The inspection locations for the Promaster and Promaster City are shown below. If a Mopar trailer tow group kit is installed it will appear as shown and recall repair can be started. If a Mopar kit is NOT present, no further action is needed and the recall can be marked complete with dealer reimbursement occurring through the GCS warranty system. **The Recall will ONLY be marked complete through proper claim submission.**



Figure 1 – Promaster



Figure 2 – Promaster City

COMPLETION REPORTING & REIMBURSEMENT

Due to the fact that most of the vehicles involved in the recall only require an inspection, it is important to note the claim submission requirements below to clear the recall and ensure proper claim payment.

- Utilize Labor Operation number **08-S2-91-81** for inspection of the vehicle in the write-up area when a Mopar trailer tow lighting wire harness connector is NOT installed. (Time Allowance 0.0 hours)

—AND—

- A Special Service Operation flat fee of **\$5.00** for the inspection utilizing Labor Operation number **95-08-29-50**.

For vehicles that were equipped with the Mopar Trailer Tow Group Kit make sure to replace the Trailer Tow Lighting Control module utilizing the Labor Operation numbers below:

- Promaster (VF): **08-S2-91-82** (Time Allowance of 0.4 hours)
- Promaster City (VM): **08-S2-91-82** (Time Allowance of 0.7 hours)

Please ensure all Service Personnel including Service Management, Advisors, and Warranty Administrators are aware of this communication to ensure customers impacted are properly advised and the recall is marked complete once inspection or replacement occurs.

FCA appreciates your continued support to complete all applicable recalls on these customers' vehicles!