



FIAT CHRYSLER AUTOMOBILES

11/25/2015

New Safety Recall Advanced Communication – R64112515

FCA US LLC announced a safety recall on certain 2015 model year (VF) RAM ProMaster vehicles.

Some of the above vehicles may have intermittent electrical circuit(s) in the ignition switch electrical contact holder block. A loss of electrical power, due to intermittent electrical circuit(s), can result in a partial or complete loss of the following safety system(s):

- Airbag Function
- Anti-Lock Brakes (ABS) Function
- Electronic Stability Control (ESC) Function
- Instrument Panel Cluster Function

The lack of a functioning ABS and/or ESC system(s) could change the braking and/or handling characteristics of the vehicle and cause a crash without warning.

The loss of airbag deployment could increase the risk and/or severity of vehicle occupant injuries during a crash.

FCA will conduct a voluntary safety recall to replace the ignition switch electrical contact holder block on all involved vehicles.

Dealers will be notified of the launch of this safety recall by way of established methods used in the past.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries on involved vehicles.

Customer Services Field Operations
FCA US LLC



Recall/Action	Population
Safety Recall R64 - Ignition Contacts	2014 (VF) Promaster

CUSTOMER VERBIAGE

“FCA US LLC is voluntarily recalling an estimated 16,114 full-size vans to repair their ignition contacts.”

“An FCA US investigation has confirmed some vans may have been inadvertently equipped with ignition components that are subject to loss of electrical contact. This condition was traced to a supplier’s manufacturing process and, although unlikely, may cause intermittent power loss to the vehicle’s electrical systems.”

“The Company is unaware of any related injuries or accidents. The condition may be resolved by recycling the ignition key, however, FCA US urges affected customers to heed the instructions in their recall notices, once received.”

“FCA intends to repair these vehicles free of charge (parts and labor). FCA is currently in the process of accumulating recall repair parts. Affected customers will be advised when they may schedule service, which involves replacement of the ignition-switch contact holder.”

ADDITIONAL INSTRUCTIONS & REFERENCE

Note: Additional vehicles are affected in other markets. An estimated 1,498 vehicles will be recalled in Canada, along with 503 in Mexico and six outside the NAFTA region.

Note: Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.



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“FCA intends to repair these vehicles free of charge (parts and labor). FCA is currently in the process of accumulating recall repair parts. Affected customers will be advised when they may schedule service, which involves replacement of the ignition-switch contact holder. FCA is making every effort to obtain these parts as quickly as possible. FCA will contact you again by mail, with a follow-up recall notice, when the remedy parts are available. **Our current ETA for this final notification is Q1, 2016.**”

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FIAT CHRYSLER AUTOMOBILES

February 2016

Dealer Service Instructions for:

Safety Recall R64 / NHTSA 15V-799 Ignition Switch Contact Holder Block

Models

2015 (VF) RAM ProMaster

NOTE: This recall applies only to the above vehicles built from October 09, 2014 through June 17, 2015 (MDH 100907 through 061717).

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 ignition switch electrical contact holder block on about 16,000 of the above vehicles may have intermittent electrical circuit(s). A loss of electrical power, due to intermittent electrical circuit(s), can result in a partial or complete loss of Airbags, Anti-Lock Brakes (ABS), Electronic Stability Control (ESC), and/or Instrument Panel Cluster Function

The lack of a functioning ABS and/or ESC system(s) could change the braking and/or handling characteristics of the vehicle and cause a crash without warning.

The loss of airbag deployment could increase the risk and/or severity of vehicle occupant injuries during a crash.

Repair

The ignition switch contact holder block must be replaced on all involved vehicles.

Parts Information

<u>Part Number</u>	<u>Description</u>
CBB1R641AA	Contact Holder Block Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Block, Contact Holder
1	Ring, Secondary Retainer

Each dealer to whom vehicles in the recall were assigned will receive enough Contact Holder Block Packages to service about 20% of those vehicles.

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

WARNING: TO AVOID SERIOUS OR FATAL INJURY ON VEHICLES EQUIPPED WITH AIRBAGS, DISABLE THE SUPPLEMENTAL RESTRAINT SYSTEM (SRS) BEFORE ATTEMPTING THIS SERVICE PROCEDURE. DISCONNECT AND ISOLATE THE BATTERY NEGATIVE (GROUND) CABLE, THEN WAIT TWO MINUTES FOR THE SUPPLEMENTAL RESTRAINT SYSTEM CAPACITOR TO DISCHARGE BEFORE PERFORMING THIS SERVICE PROCEDURE. THIS IS THE ONLY SURE WAY TO DISABLE THE SUPPLEMENTAL RESTRAINT SYSTEM. FAILURE TO TAKE THE PROPER PRECAUTIONS COULD RESULT IN ACCIDENTAL AIRBAG DEPLOYMENT.

1. Remove and save the battery access floor panel (Figure 1).
2. Disconnect the negative battery cable.

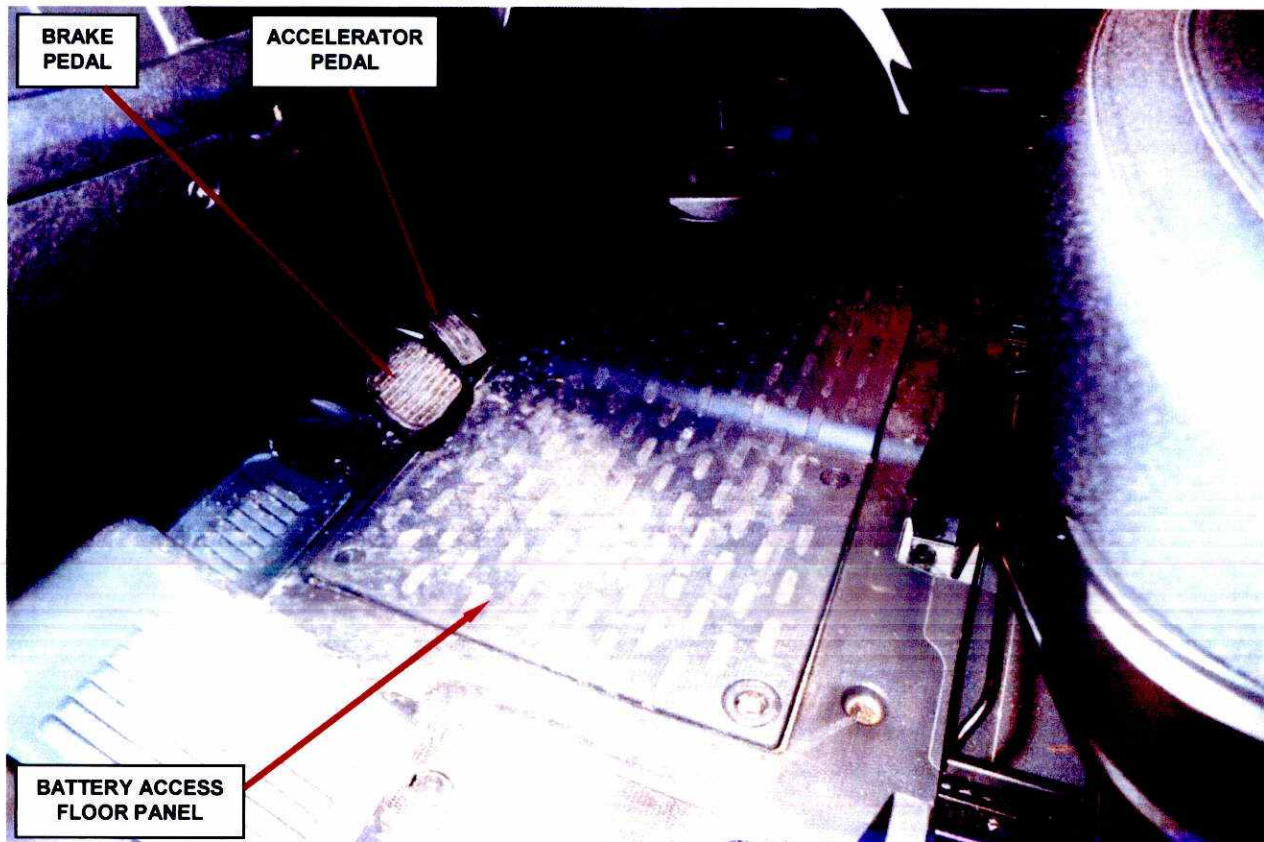


Figure 1 – Battery Access Floor Panel

Service Procedure (Continued)



Figure 2 – Knee Bolster

3. Remove and save the knee bolster (Figure 2).
4. Using a 3 mm Allen wrench, remove and save the lower steering column cover four retaining screws.
5. Carefully remove and save the lower steering column cover (Figure 2).
6. Using a 3 mm Allen wrench, remove and save the upper steering column cover retaining screws.
7. Carefully remove and save the upper steering column cover (Figure 2).

Service Procedure (Continued)

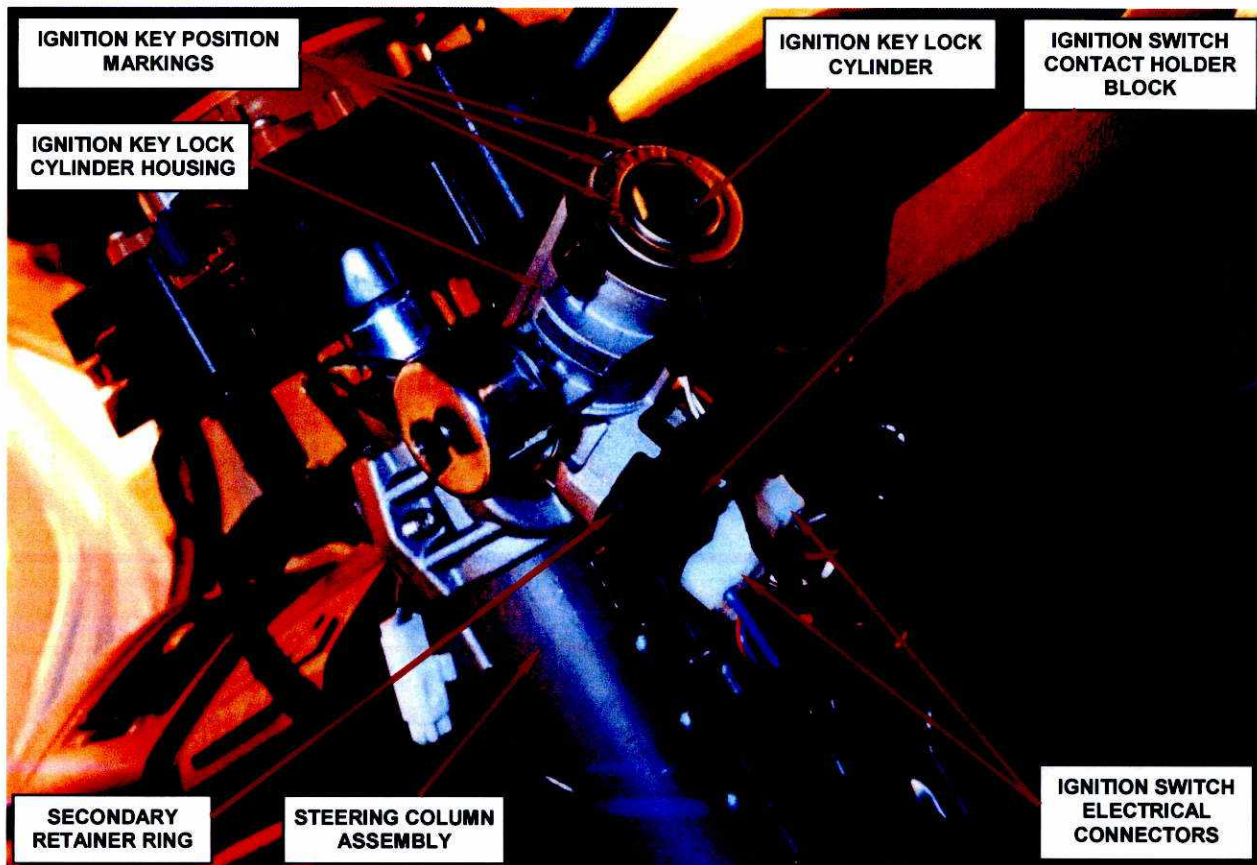


Figure 3 – Electrical Connectors and Secondary Retainer Ring

8. Disconnect the two ignition switch white electrical connectors (Figure 3).

9. Remove and discard the contact block secondary retainer ring (Figure 3).

Service Procedure (Continued)

10. Insert the ignition key into the ignition lock cylinder and place the ignition switch in the “MAR” position (Figure 3 and 4).

NOTE: The “MAR” position is one detent clockwise from the “STOP” position (Figure 4).

11. Depress the two contact holder block retainer tabs and pull the contact holder block from the ignition switch housing.

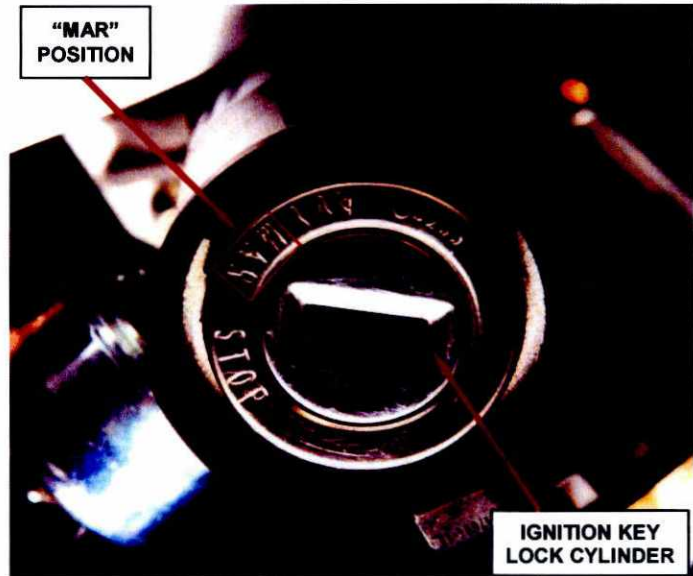


Figure 4 – Switch Position Markings

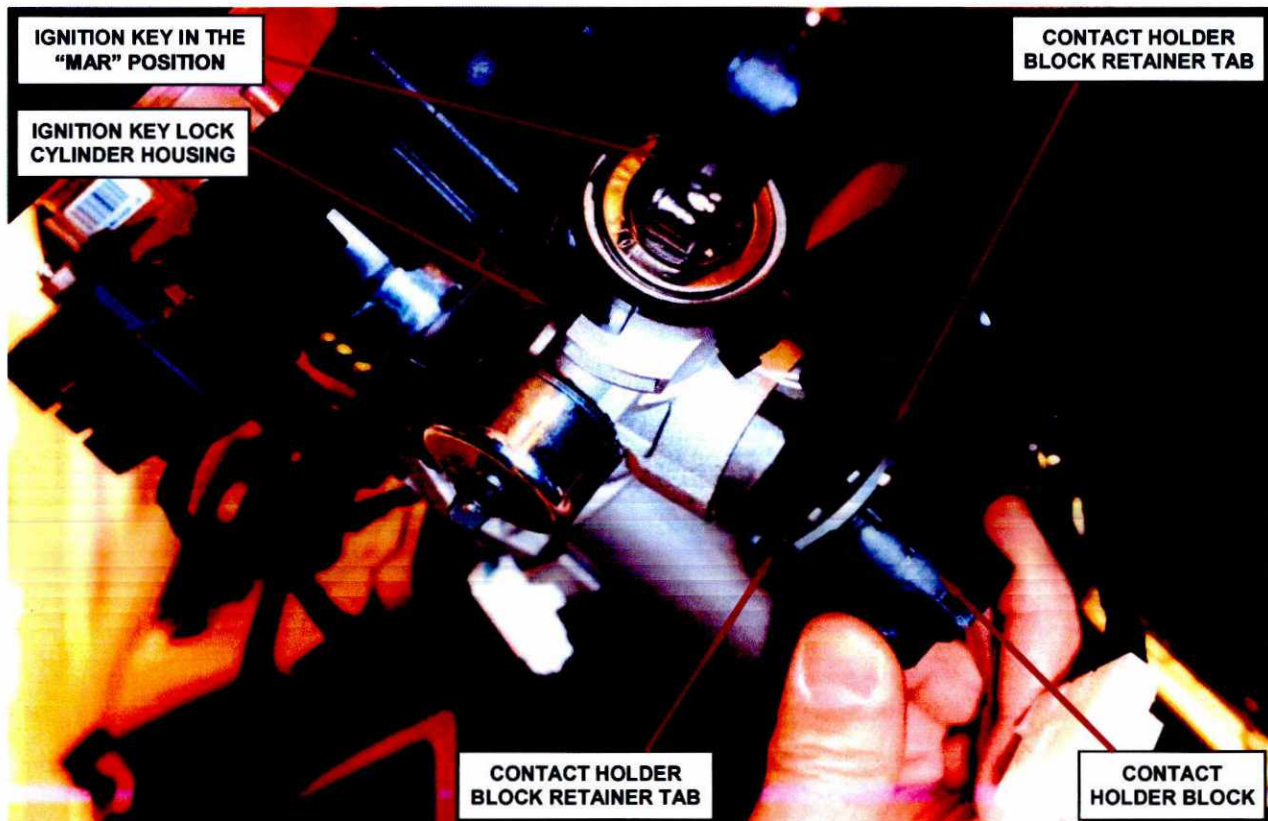


Figure 5 – Depress Both Retainer Tabs at the Same Time and Pull the Contact Holder Block from the Ignition Lock Cylinder Housing

Service Procedure (Continued)

12. Align the alignment marks on the new contact holder block (Figure 6).
13. With the ignition key in the “MAR” position and the contact holder block alignment marks aligned, insert the new contact holder block in the ignition switch housing. Be sure to align the contact holder block alignment tab so it aligns with the slot in the ignition switch housing (Figure 7).

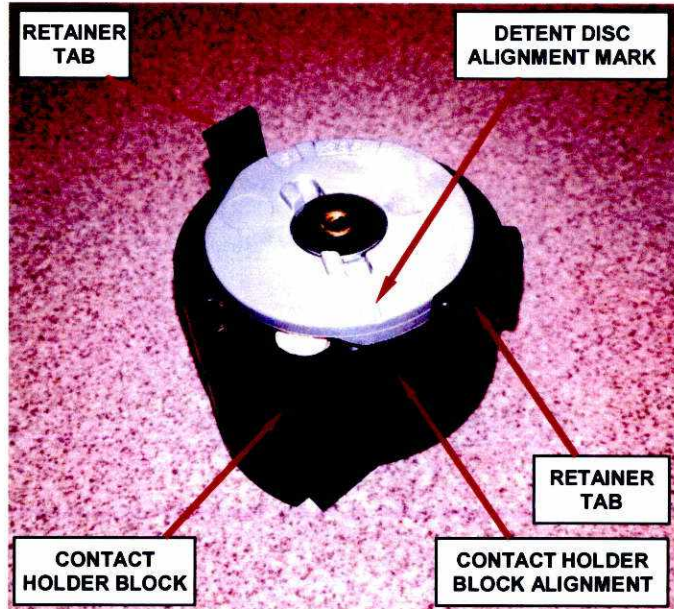


Figure 6 – Contact Holder Block Alignment Marks

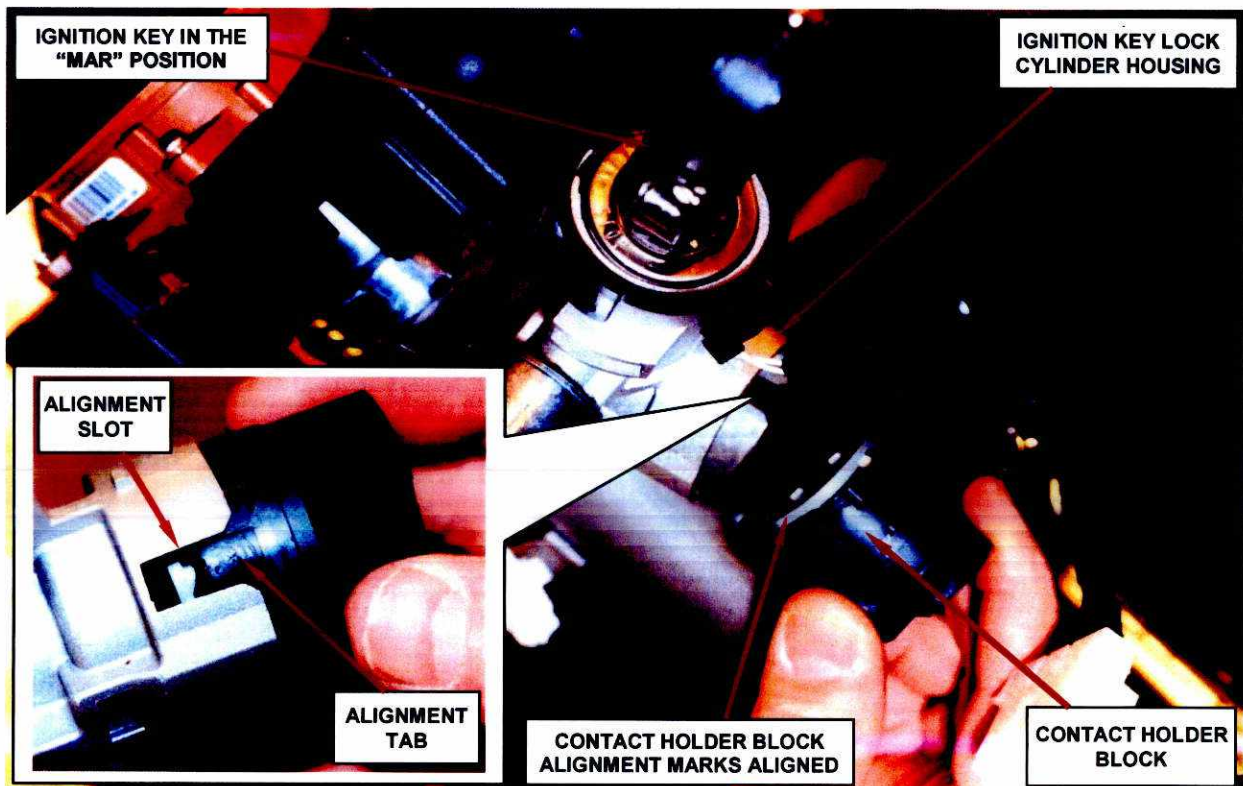


Figure 7 – Contact Holder Block Alignment Tab

Service Procedure (Continued)



Figure 8 – Contact Holder Block Secondary Retaining Ring

14. Install the contact holder block secondary retaining ring (Figure 8).
15. Connect the two electrical connectors to the contact holder block (Figure 3).
16. Install the upper and lower steering column covers.
17. Install the knee blocker (Figure 2).
18. Connect the negative battery cable to the negative battery post.
19. Install the battery access floor panel (Figure 1).
20. Reset the date and time on the instrument panel cluster.
21. Return the vehicle to the customer.

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 the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace ignition switch contact block	08-R6-41-82	0.5 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



FIAT CHRYSLER AUTOMOBILES

IGNITION SWITCH CONTACT HOLDER BLOCK

IMPORTANT SAFETY RECALL

R64 / NHTSA 15V-799

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

This notification letter 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 **2015 model year RAM ProMaster vehicles**.

The problem is... The ignition switch electrical contact holder block on your vehicle may have intermittent electrical circuit(s). A loss of electrical power, due to intermittent electrical circuit(s) can result in a partial or complete loss of Airbag Function, Anti-Lock Brakes (ABS) Function, Electronic Stability Control (ESC) Function and/or Instrument Panel Cluster Function.

The lack of a functioning ABS and/or ESC system(s) could change the braking and/or handling characteristics of the vehicle and cause a crash without warning.

The loss of airbag deployment could increase the risk and/or severity of vehicle occupant injuries during a crash.

What your dealer will do... FCA will repair your vehicle free of charge. To do this, your dealer will replace the ignition switch contact holder block. The work will take about two hours to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Authorized BusinessLINK dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your 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 Recall Assistance Center at 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 **recalls.mopar.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 **safecar.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.



Recall/Action	Population
Safety Recall R64 - Ignition Contacts	2015 (VF) Promaster

CUSTOMER VERBIAGE

“FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 model year RAM Promaster vehicles.”

“The ignition switch electrical contact holder block on your vehicle may have intermittent electrical circuit(s). A loss of electrical power, due to intermittent electrical circuit(s) can result in a partial or complete loss of Airbag Function, Anti-Lock Brakes (ABS) Function, Electronic Stability Control (ESC) Function and/or Instrument Panel Cluster Function.”

“The lack of a functioning ABS and/or ESC system(s) could change the braking and/or handling characteristics of the vehicle and cause a crash without warning.”

“The loss of airbag deployment could increase the risk and/or severity of vehicle occupant injuries during a crash.”

“The Company is unaware of any related injuries or accidents. The condition may be resolved by recycling the ignition key.”

“FCA will repair your vehicle free of charge. To do this, your Authorized BusinessLINK dealer will replace the ignition switch contact holder block. The work will take about two hours to complete. However, additional time may be necessary depending on service schedules. Affected customers were notified by mail the week of March 4, 2016.”

ADDITIONAL INSTRUCTIONS & REFERENCE

***Note:** Regarding referral contact with Customer Assistance Center (CAC), there is no additional information that the CAC can provide. Where possible, please attempt to minimize dealer and/or customer referral contact with CAC as this will not yield additional customer benefit. Should the customer insist, you may provide the customer with the number to the FCA Recall Information Center, 1-800-853-1403.*