



June 2017

Dealer Service Instructions for:

Safety Recall T24 / NHTSA 17V-273

Sun Visor Labels

Models

2014-2017 (VF) RAM ProMaster

NOTE: This recall applies only to the above built from April 23, 2013 through April 21, 2017 (MDH 042309 through 042114).

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 sun visor labels, dashboard (hangtag) label, and Owner's Manual and User's Guide information on about 113,000 of the above vehicles may be non-compliant. This non-compliance involves a misidentification of the frontal passenger non-advanced airbags as "Advanced Airbags". In the event that a customer relied on the Owner's Manual and/or User's Guide information, they may believe that the frontal airbags may deploy with output adjusted to specific vehicle and crash conditions and they may position themselves closer to the airbag. This may result in enhanced injuries in the event of an airbag deployment.

Repair

Apply two sun visor labels, install a hangtag label and attach the User's Guide Addendum to the vehicle's original User's Guide.

Dealers are required to install sun visor labels, install a hangtag label and attach the User's Guide Addendum for all involved vehicles in new vehicle inventory.

Sun visor labels, a hangtag label and the User's Guide Addendum are being mailed directly to all vehicle owners known to FCA with the Owner Notification letter. The owners are requested to install the sun visor labels, install a hangtag label and attach the User's Guide Addendum themselves or, if preferred, to arrange for dealer installation of the owner-supplied labels and the User's Guide Addendum without charge.

Parts Information

NOTE: Dealers will receive sun visor labels, hangtag labels and User's Guide Addendums for 100% of the vehicle counts identified at their dealership and vehicle owners will receive in the mail two sun visor labels, a hangtag label, a User's Guide Addendum and an Instruction Sheet for their vehicle.

Ordering Additional sun visor labels, hangtag labels and User's Guide Addendums:

The sun visor labels, hangtag labels and User's Guide Addendums may be ordered using the Marketing Materials link within DealerCONNECT. **Please note that this process is for replenishment only.**

Process Steps to Order Additional sun visor labels, hangtag labels and User's Guide Addendums:

1. Access the "DealerCONNECT" website.
2. Select the "Marketing" link in the header of DealerCONNECT.
3. Locate the "Product Information" section heading on the Marketing page.
4. Select the "Literature and Merchandising Materials" link in the product information section.
5. Locate the "MOPAR" section heading on the Literature and Merchandising Materials page.
6. Select the "Recall Labels / Cards" link listed in the MOPAR section.
7. **Select Item > Update Cart > Submit Order.**

Parts Information (Continued)

English:

<u>Part Number</u>	<u>Description</u>
68396680AA	Label, Sun Visor Safety Warning
68000302AA	Label, Dashboard Hangtag
VF-226-AA-English	Addendum, English User's Guide

French Canadian:

<u>Part Number</u>	<u>Description</u>
68396680AA	Label, Sun Visor Safety Warning
VF-226-BA-French	Addendum, French User's Guide

Spanish:

<u>Part Number</u>	<u>Description</u>
68396680AA	Label, Sun Visor Safety Warning
VF-226-DA-Spanish	Addendum, Spanish User's Guide

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Locate the original right and left side sun visor safety labels.
2. Clean the original labels with glass cleaner or equivalent using a soft cloth.
3. Starting with the left-side sun visor, remove one of the **supplied** sun visor safety labels from its paper backing and apply the **new** label directly over the original label (Figure 1).
4. Repeat Step 3 for the right-side sun visor safety label.
5. Firmly press and smooth the labels to ensure good adhesion.



Figure 1 – Sun Visor Safety Label (Left-Side Shown)

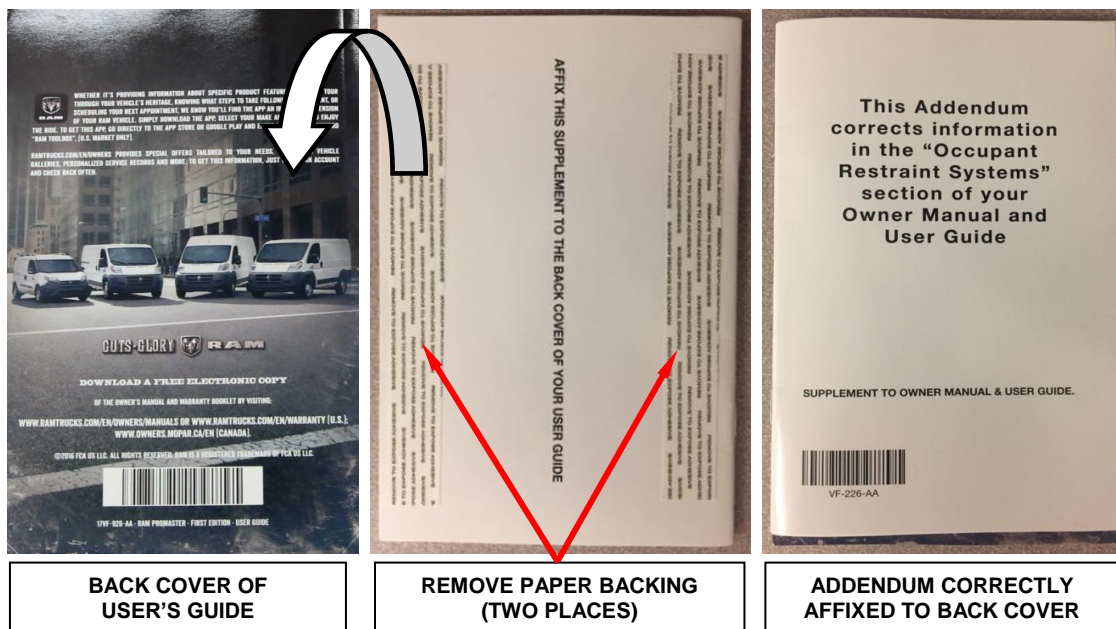
Service Procedure (Continued)

NOTE: If the original dashboard hangtag label or vehicle’s User Guide are not present, place the new hangtag label and/or User’s Guide Addendum in the owner manual kit or glovebox.

6. Locate the original dashboard hangtag label and discard.
7. Replace the original dashboard hangtag label with the new label (Figure 2).
8. Locate the original vehicle’s User’s Guide.
9. Remove the two paper backings from the **supplied** User's Guide Addendum (Figure 3).
10. Carefully position the User's Guide Addendum to the back cover of the original User’s Guide and press firmly to ensure good adhesion (Figure 3).
11. Return the User’s Guide to the vehicle.



Figure 2 – Dashboard Hangtag Label



BACK COVER OF USER'S GUIDE

REMOVE PAPER BACKING (TWO PLACES)

ADDENDUM CORRECTLY AFFIXED TO BACK COVER

Figure 3 – User’s Guide Addendum

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 paid 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
Install Labels and User’s Guide Addendum	23-T2-41-82	0.2 hours

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.

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

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

T24/NHTSA 17V-273

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403.** An agent can confirm part availability and help schedule an appointment
- 3. Visit our Recall Website,** recalls.mopar.com or scan below.

QR Code

You can find your nearest dealer and review all your scheduling options from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall T24.

IMPORTANT SAFETY RECALL

Sun Visor Labels

Dear [Name],

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

FCA has decided that certain [2014-2017 model year (VF) RAM ProMaster] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 208 – Occupant Crash Protection.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The sun visor labels, dashboard (hangtag) label, and Owner's Manual and User's Guide information in your vehicle ^[1] may be non-compliant to FMVSS No. 208. This non-compliance involves a misidentification of the frontal passenger non-advanced airbags as "Advanced Airbags". In the event that customers relied on the Owner's Manual and/or User's Guide information, they may believe that the frontal airbags may deploy with output adjusted to specific vehicle and crash conditions and they may position themselves closer to the airbag. **This may result in enhanced injuries in the event of an airbag deployment.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

We ask that you follow the enclosed Instruction Sheet to apply the two sun visor labels, install the hangtag label and attach the User's Guide Addendum to the vehicle's original User's Guide.

FCA will repair your vehicle ^[2] free of charge (parts and labor). If you prefer not to install the Labels and User's Guide Addendum yourself, simply contact your dealer to schedule a service appointment. Installation will only take a few minutes. However, additional time may be necessary depending on service schedules. This service will be provided free of charge. **Please bring the enclosed kit and this letter with you to your dealer.**

**TO SCHEDULE YOUR FREE REPAIR CALL 1-800-853-1403
OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

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. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

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

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC



**Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] 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.

[3] You can also mail in 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.

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