



January 2018

Dealer Service Instructions for:

# **Safety Recall T64 / NHTSA 17V-712 Front Door Impact Pressure Sensor**

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## **Models**

**2018 (VF) RAM ProMaster**

*NOTE: This recall applies only to the above vehicles equipped with supplemental side airbags which utilize front door impact pressure sensing built from April 17, 2017 through August 17, 2017 (MDH 041706 through 081707).*

**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 front door impact pressure sensors on about 3,500 of the above vehicles may have been fractured during installation. A fracture of the sensor housing could, in some instances, compromise the integrity of the sensor retention or gasket seal to door inner. This issue may increase the risk of injury to front seat occupants during certain side impact crashes if sensor retention or gasket seal to door inner is not maintained.

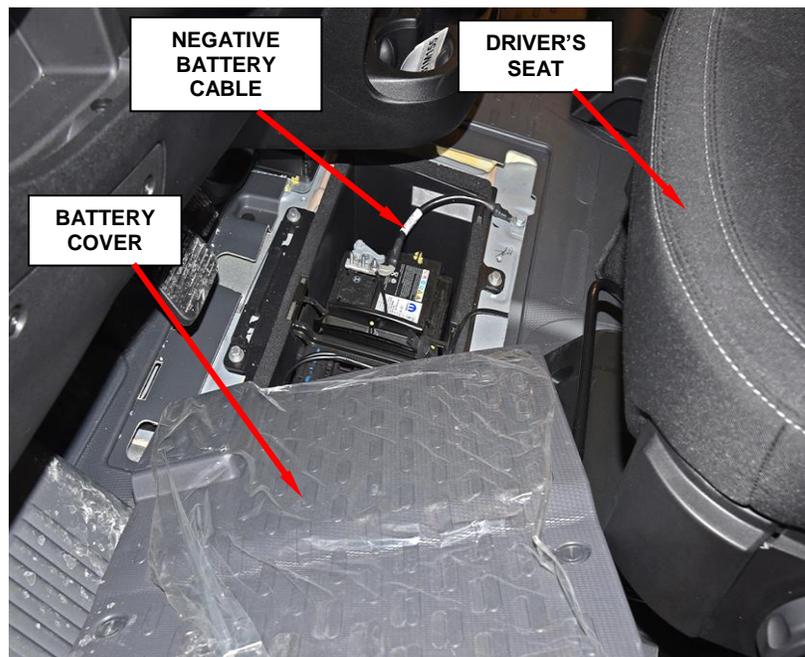


**Service Procedure****Replace Right and Left Front Door Impact Sensors**

**WARNING:** To avoid serious or fatal injury on vehicles equipped with airbags, disable the Supplemental Restraint System (SRS) before attempting any steering wheel, steering column, airbag, seat belt tensioner, impact sensor or instrument panel component diagnosis or service. Disconnect and isolate the battery negative (ground) cable, then wait two minutes for the system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the SRS. Failure to take the proper precautions could result in accidental airbag deployment.

**WARNING:** To avoid serious or fatal injury, never strike or drop the side impact sensor, as it can damage the impact sensor or affect its calibration. The side impact sensor enables the system to deploy the side Supplemental Restraint System (SRS) components. If an impact sensor is accidentally dropped during service, the sensor must be scrapped and replaced with a new unit. Failure to observe this warning could result in accidental, incomplete, or improper side SRS component deployment.

1. Place the right and left front windows in the full up position.
2. Remove the battery cover (Figure 1).
3. Disconnect and isolate the negative battery cable. Wait two minutes for the system capacitor to discharge before further service (Figure 1).

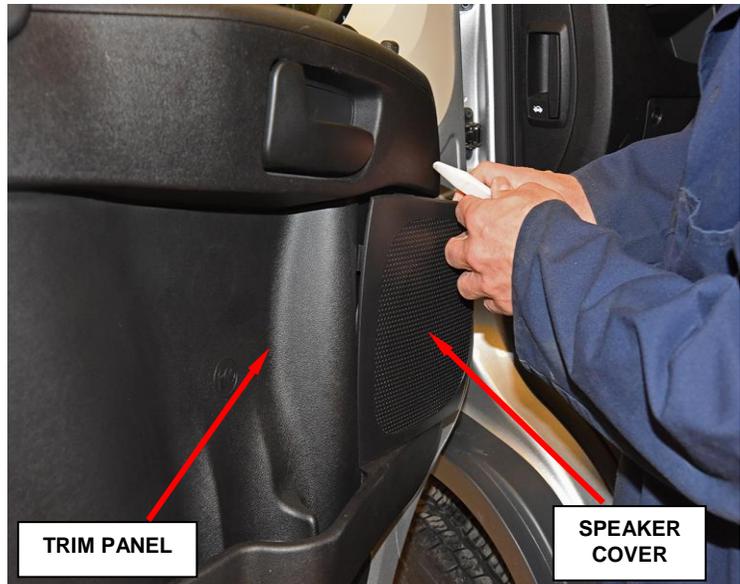


**Figure 1 – Negative Battery Cable**

**Service Procedure (Continued)**

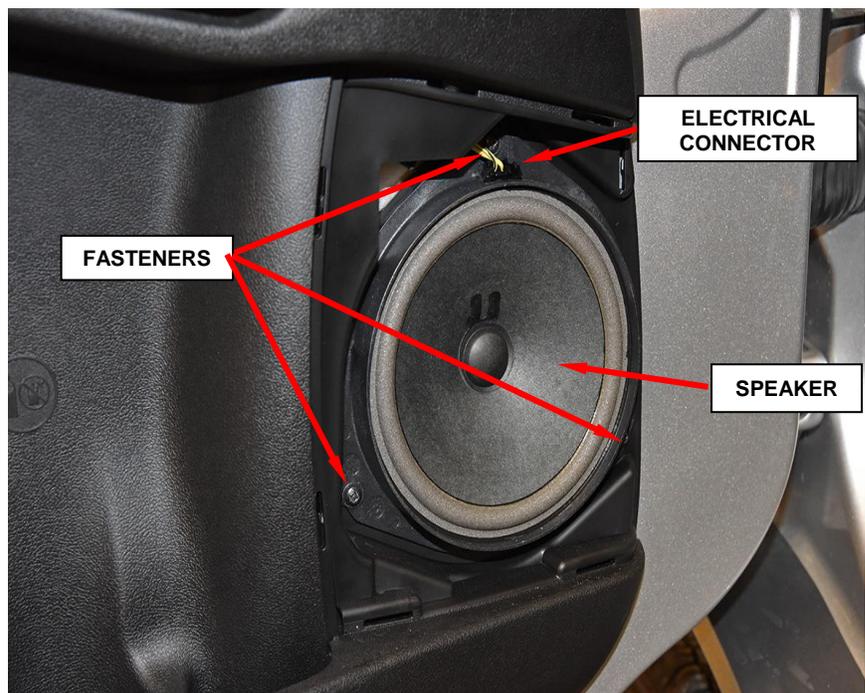
4. Use the following steps to remove the trim panel from the inside of the left front door.
  - a. Using a C-4755 trim stick or equivalent, remove the speaker cover (Figure 2).

**Left side shown, right side similar.**



**Figure 2 – Speaker Cover**

- b. Remove the three fasteners and remove the speaker. Disconnect the electrical connector (Figure 3).



**Figure 3 - Speaker**

**Service Procedure (Continued)**

- c. Using a C-4755 trim stick or equivalent, remove the door switch assembly and disconnect the electrical connectors (Figure 4).
  
- d. Remove the trim panel screw located in the switch assembly opening (Figure 4)

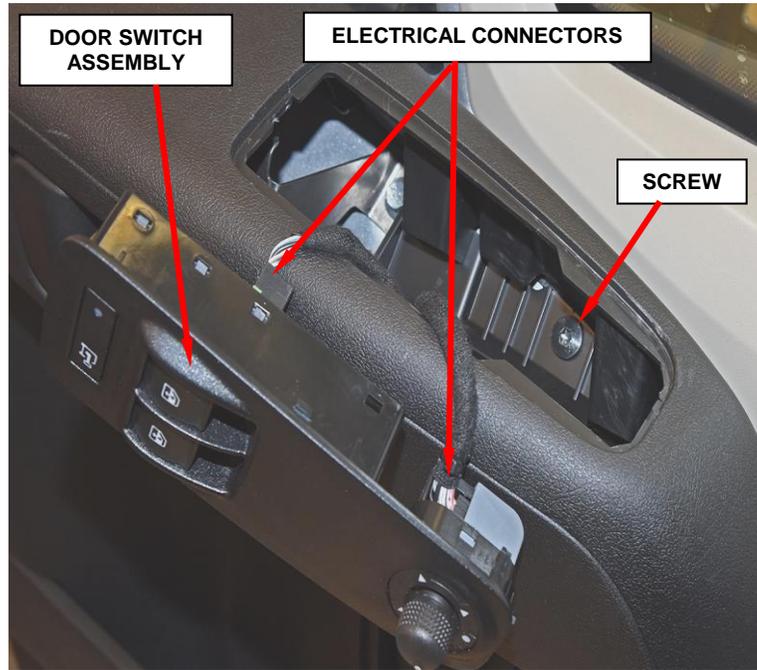


Figure 4 – Door Switch Assembly

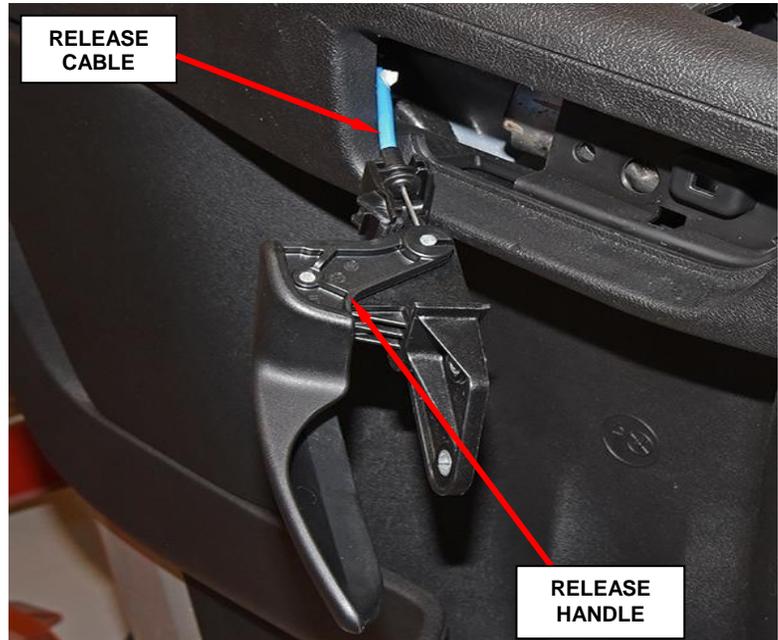
- e. Using a C-4755 trim stick or equivalent, remove the release handle trim (Figure 5).
  
- f. Remove the two release handle screws and separate the handle from the door bracket. (Figure 5).



Figure 5 – Release Handle

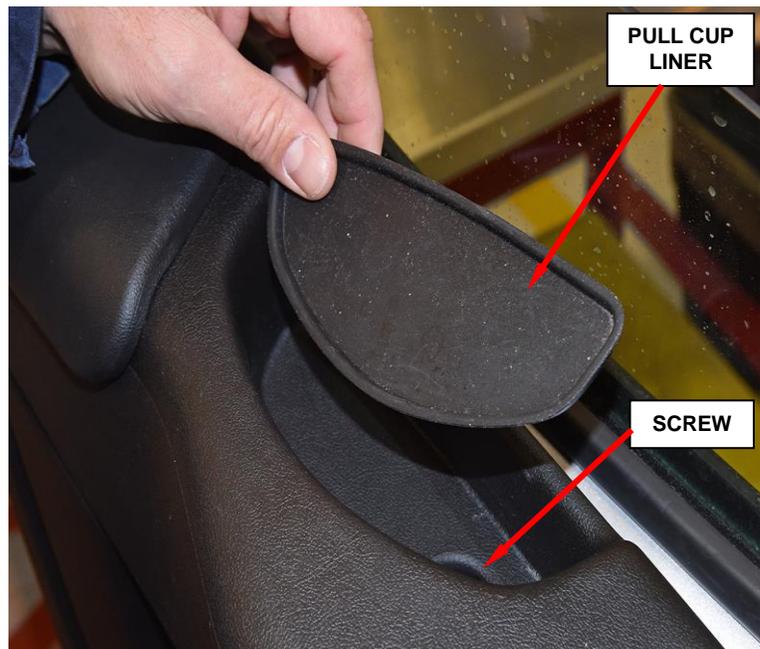
**Service Procedure (Continued)**

- g. Disconnect the release cable from the release handle (Figure 6).



**Figure 6 – Release Handle**

- h. Remove the pull cup liner (Figure 7).



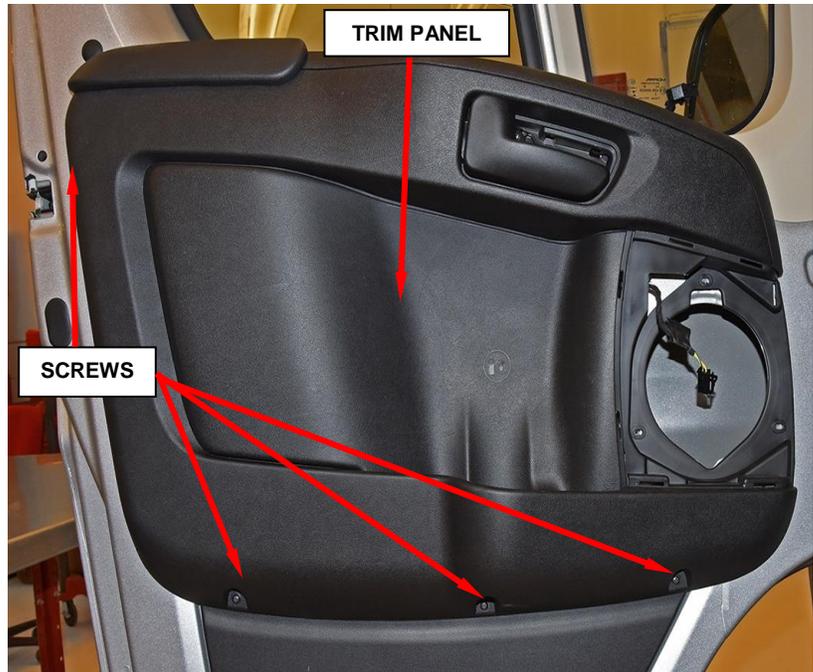
**Figure 7 – Pull Cup**

- i. Remove the pull cup screw (Figure 7).

**Service Procedure (Continued)**

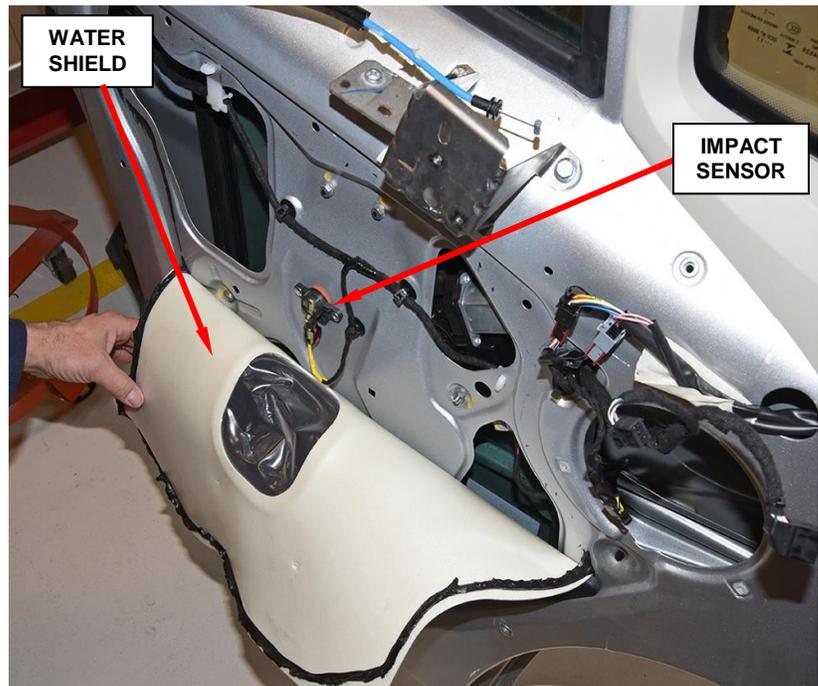
j. Remove the four trim panel screws (Figure 8).

k. Remove the trim panel (Figure 8).



**Figure 8 – Trim Panel**

5. Carefully peel the water shield away from the door inner panel far enough to access the impact sensor (Figure 9).



**Figure 9 – Water Shield**

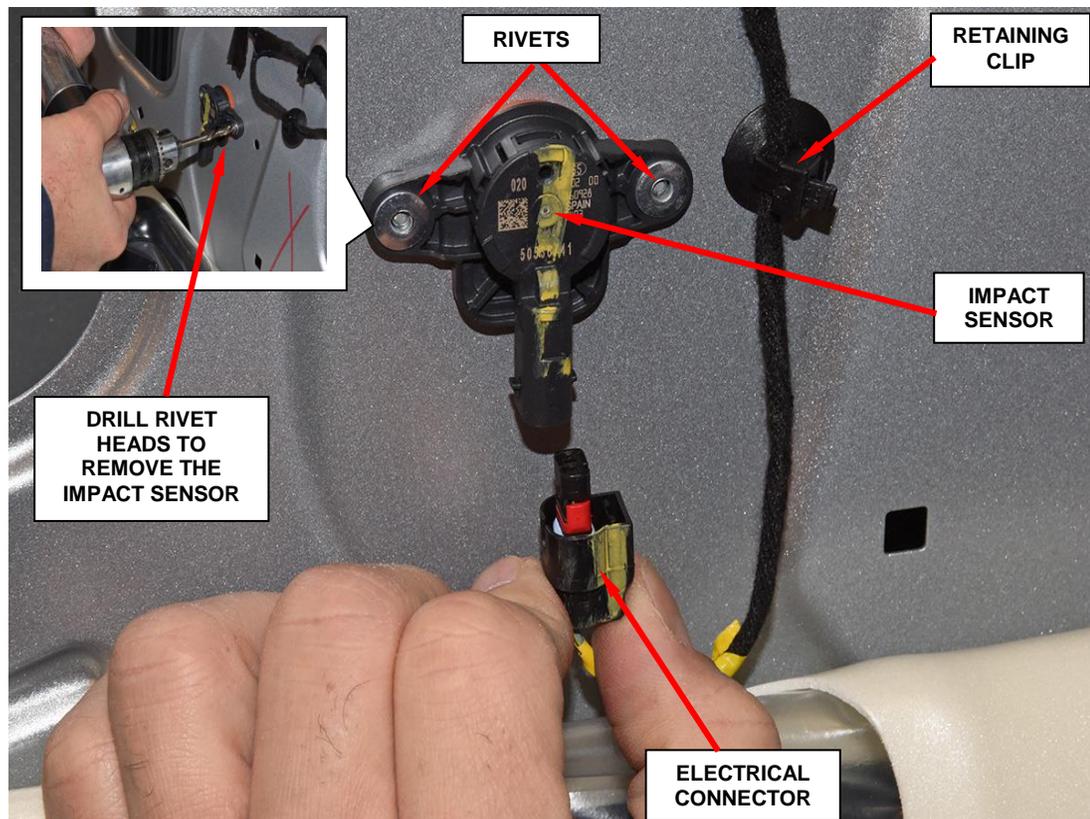
**Service Procedure (Continued)**

6. Disconnect the impact sensor electrical connector from the impact sensor connector receptacle and release the retaining clip from the door (Figure 10).
7. Using a drill and the recommended (4.76mm or 3/16in) drill bit, carefully remove the two blind rivets that secure the impact sensor to the door inner panel (Figure 10).

**NOTE: If necessary, after removing the impact sensor, grind the rivet off while holding the rivet on the inside of the door opening with vise grip pliers or equivalent.**

8. Remove and **discard** the sensor from the front door.

**NOTE: Remove any rivet material from the inside of the door opening to avoid rattles.**

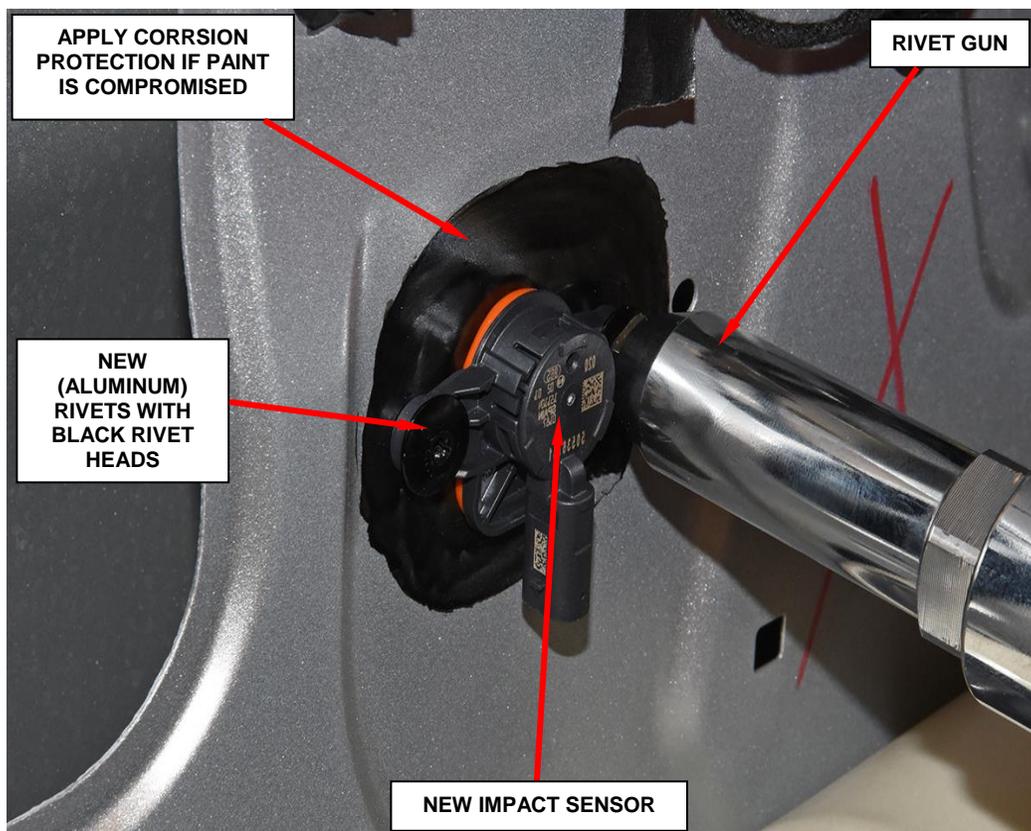


**Figure 10 - Impact Sensor**

**Service Procedure (Continued)**

**NOTE:** Based on the new rivet being a dissimilar metal (aluminum) from the sheet metal door inner panel, it is recommended to apply corrosion protection when appropriate if paint is compromised or if any sheet metal is bare or exposed (Figure 11).

9. Position the **new** impact sensor to the front door inner panel (Figure 11).
10. Install two **new** blind rivets to secure the impact sensor to the door inner panel (Figure 11).



**Figure 11 – New Impact Sensor and Rivets**

**Service Procedure (Continued)**

11. Connect the electrical connector to the impact sensor connector receptacle.
12. Connect the door harness retaining clip.
13. Install the water shield to the front door inner panel.
14. Use the following steps to install the trim panel onto the inside of the front door.

**NOTE: Prior to reinstalling the door trim panel, replace any trim panel retaining clips that may have been damaged during the removal process.**

- a. Position the trim panel to the door and route the inner release handle cable through the trim panel.
- b. Position the trim panel to the door and seat the trim panel retaining clips fully.
- c. Position the release handle to the trim panel and connect the door release handle cable to the release handle.
- d. Install the two release handle screws and tighten to 80 in. lbs. (9 N·m).
- e. Install the release handle trim.
- f. Install the pull cup screw and tighten to 80 in. lbs. (9 N·m).
- g. Install the pull cup liner.
- h. Install the screw located in the switch assembly opening and tighten to 80 in. lbs. (9 N·m).
- i. Connect the electrical connectors and install the switch assembly and seat fully.
- j. Install the remaining four lower trim panel screws and tighten securely.
- k. Connect the electrical connector and position the speaker to the door.
- l. Install the three speaker fasteners and tighten securely.
- m. Position the speaker cover back into place and seat fully.

**Service Procedure (Continued)**

15. **Repeat Steps 4 through 14 to replace the right front door impact pressure sensor.**
16. Do not connect the negative battery cable at this time. The **Supplemental Restraint System (SRS) Verification Test** procedure should be performed following service of any SRS component. Continue with **Step 17**.

**NOTE: During the following test, the negative battery cable remains disconnected and isolated during steps 17 and 18 of the Supplemental Restraint System (SRS) Verification Test.**

**NOTE: The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure.**

17. Connect the wiTECH micro pod II to the vehicle data link connector located under the steering column.
18. Turn the ignition switch to the “ON” position and exit the vehicle and close the doors.
19. Check to be certain that nobody is in the vehicle then connect the battery negative cable(s). If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector.
20. Open the wiTECH 2 website.
21. Enter your “**User id**”, “**Password**” and “**Dealer Code**” then select “**Sign in**”.
22. Starting at the “**Vehicle Selection**” screen, select the appropriate vehicle and Device Name.
23. From the “**Action Items**” screen select the “**All DTCs**” tab.
24. Clear all DTCs in all modules.

**NOTE: Any active Diagnostic Trouble Codes (DTCs) may require an additional key cycle from “ON” to “OFF” to change DTC status from “active” to “stored”.**

**Service Procedure (Continued)**

25. Turn the ignition switch to the “**OFF**” position for about 15 seconds, and then back to the “**ON**” position. Observe the airbag indicator in the instrument cluster.
  - The airbag indicator in the instrument cluster should illuminate for six to eight seconds, and then go out. This indicates that the SRS is functioning normally and that the repairs are complete. Turn the ignition to the “**OFF**” position.
  - If the airbag indicator fails to light or the light stays ON, there is still an active SRS fault or malfunction. Refer to the appropriate diagnostic information to diagnose the problem.
  
26. Install the battery cover and remove the wiTECH micro pod II.
  
27. 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 paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Replace the right and left front door impact pressure sensors	08-T6-41-82	1.4 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

T64/NHTSA 17V-712

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 recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. 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 T64.

# IMPORTANT SAFETY RECALL

## Front Door Impact Pressure Sensor

Dear [Name],

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

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2018 MY (VF) RAM ProMaster] vehicles equipped with supplemental side airbags which utilize front door impact pressure sensing.

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 front door impact pressure sensors on your vehicle <sup>[1]</sup> may have been fractured during installation. A fracture of the sensor housing could, in some instances, compromise the integrity of the sensor retention or gasket seal to door inner. **This issue may increase the risk of injury to front seat occupants during certain side impact crashes if sensor retention or gasket seal to door inner is not maintained.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will replace both front door pressure sensors and secure the sensors with newly specified rivets. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is two hours. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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](http://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.