



December 2018

Dealer Service Instructions for:

## **Safety Recall UB7 / NHTSA 18V-822 Seat Track Position Sensor**

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### **Remedy Available**

**2019 (DT) RAM 1500 Pickup**

*NOTE: This recall applies only to the above vehicles built from September 25, 2018 through September 26, 2018 (MDH 092520 through 092617).*

**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 seat track on about 23 of the above vehicles may have been built with a seat track position sensor, located on the manual passenger seat, that may become loose and out of position. An out of position seat track position sensor may be unable to detect the full forward seat position preventing the Occupant Restraint Controller from choosing the desired passenger airbag deployment parameters. A passenger airbag deploying with other than the desired parameters in a crash may result in an increased risk of injury to the passenger, if the seat is in the full forward position.



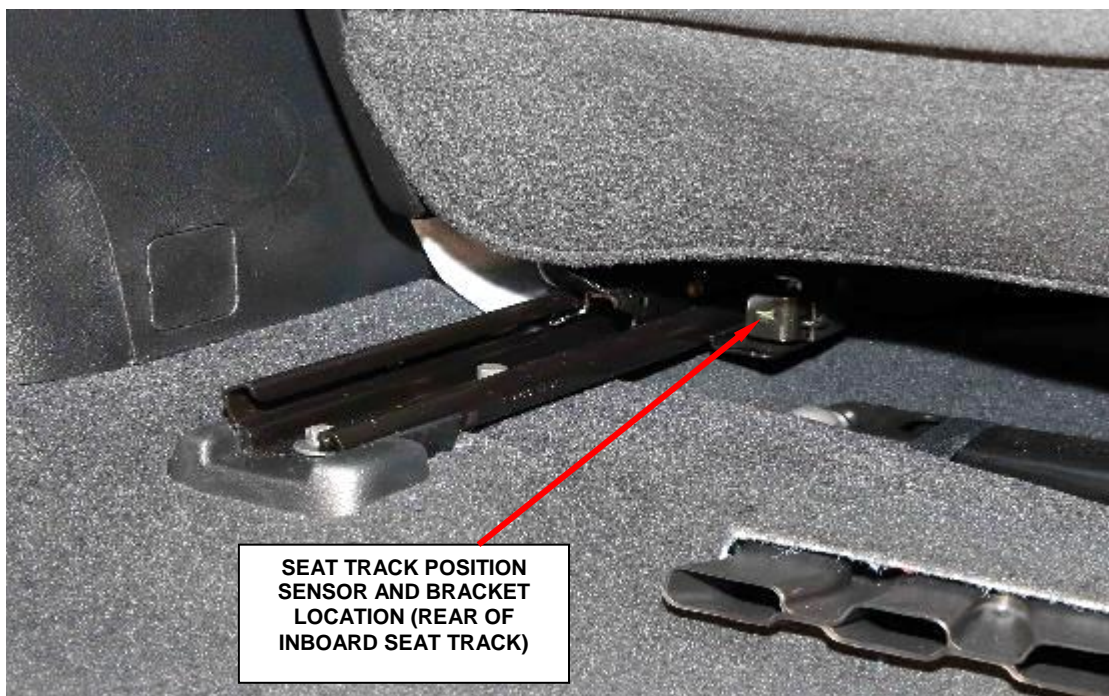
## Service Procedure

### A. Inspect Seat Position Sensor Bracket

1. Open the right rear door.
2. Locate the passenger seat track position sensor bracket located under the seat on the rearmost section of the inboard track (Figure 1).
3. Grab the bracket and **gently** try to wiggle it forwards and backwards, up and down.

**NOTE: The bracket on a GOOD seat frame WILL NOT feel loose and wiggle. The bracket on a BAD seat frame WILL feel loose and wiggle.**

- If the seat track position sensor bracket feels loose or wiggles, continue with section **B. Replace Front Seat Cushion Frame**.
- If the seat track position sensor bracket **does not** feel loose or wiggle, no further action required. Return the vehicle to the customer.



**Figure 1 – Inspect Seat Track Bracket**

**Service Procedure [Continued]****B. Replace Front Seat Cushion Frame.**

**WARNING:** To avoid serious or fatal injury on vehicles equipped with the Supplemental Restraint System (SRS), never attempt to repair the electrically conductive circuits or wiring components related to the SRS for which there is no Mopar® wiring repair kit. It is important to use **ONLY** the recommended splicing kit and procedure. For applicable and available Mopar® wiring repair kits, please visit the Mopar® Connection Repair Kit Web Site. Inappropriate repairs can compromise the conductivity and current carrying capacity of those critical electrical circuits, which may cause SRS components not to deploy when required, or to deploy when not required. Only minor cuts or abrasions of wire and terminal insulation where the conductive material has not been damaged, or connector insulators where the integrity of the latching and locking mechanisms have not been compromised may be repaired using appropriate methods.

**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, replace all Supplemental Restraint System (SRS) components only with parts specified in the Mopar® Parts Catalog. Substitute parts may appear interchangeable, but internal differences may result in inferior occupant protection.

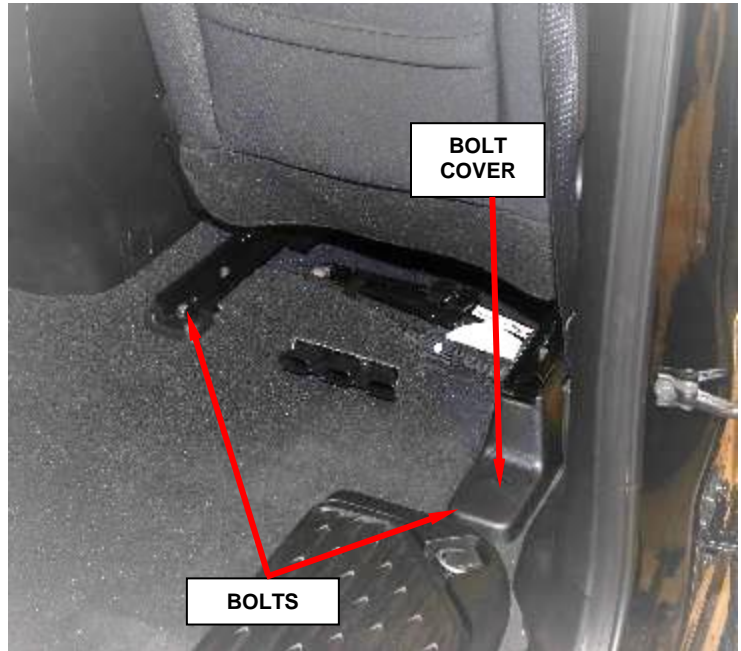
**WARNING:** Disable the airbag system before attempting any component diagnosis or service of the front seats, when equipped with front seat air bags. Disconnect and isolate the negative battery (ground) cable, then wait two minutes for the airbag system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the airbag system. Failure to follow these instructions may result in accidental airbag deployment and possible serious or fatal injury.

**Service Procedure [Continued]**

1. Open the hood and disconnect and isolate the negative battery cable(s) and wait two minutes. Remove the ORC fuses.

**NOTE: Fuse(s) F28 & F65 10 AMP located in the interior power distribution center driver side under the instrument panel behind the steering column opening cover.**

2. Position the seat in the full forward position.



**Figure 2 – Rear Seat Mounting Bolts**

3. Remove and save the bolt cover and both seat bolts at the rear of the seat (Figure 2).

4. Move the seat to the full rearward position.

5. Using a trim tool pry outward to unclip the front of the outboard track cover then slide forward to remove (Figure 3).



**Figure 3 – Outboard Seat Bolt**

6. Remove and save the outboard seat bolt (Figure 3).

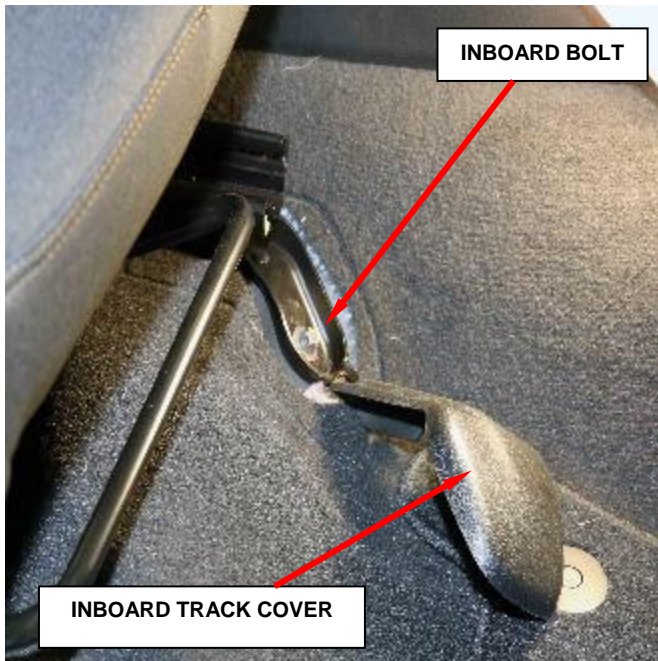


**Service Procedure [Continued]**

7. Using a trim tool, release the clip then slide the inboard track cover forward to remove (Figure 4).

8. Remove and save the inboard seat bolt (Figure 4).

9. Tilt the seat up and unclip and disconnect the wire harness connectors, then remove the seat.



**Figure 4 – Inboard Seat Bolt**

10. Remove the recliner handle (Figure 5).

11. Release the lower trim straps and lift the flap (Figure 5 and 6).

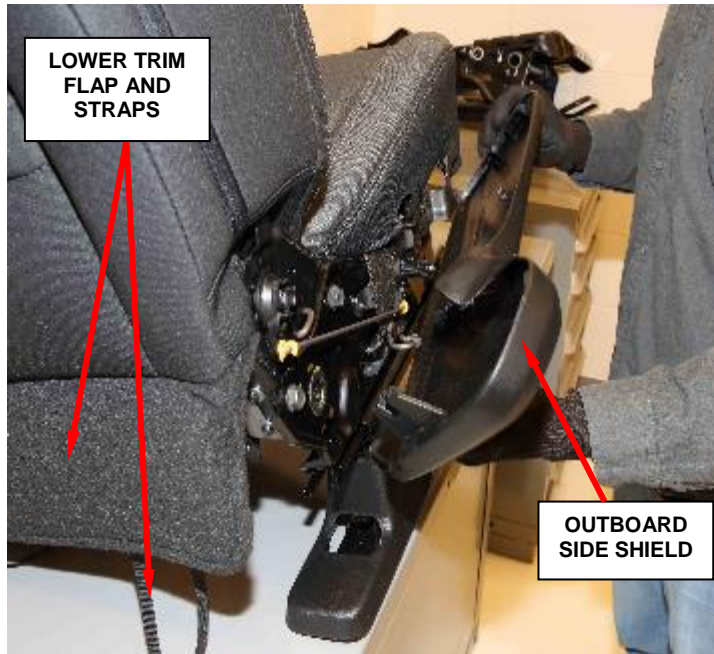
12. Remove the screws at the front and rear of the outboard side shield.



**Figure 5 – Outboard Side Shield**

**Service Procedure [Continued]**

13. Pull outward at the bottom to release the clip, then lift at the rear to release the hook retainers, then slide forward to remove the outboard side shield (Figure 6).



**Figure 6 – Outboard Side Shield**

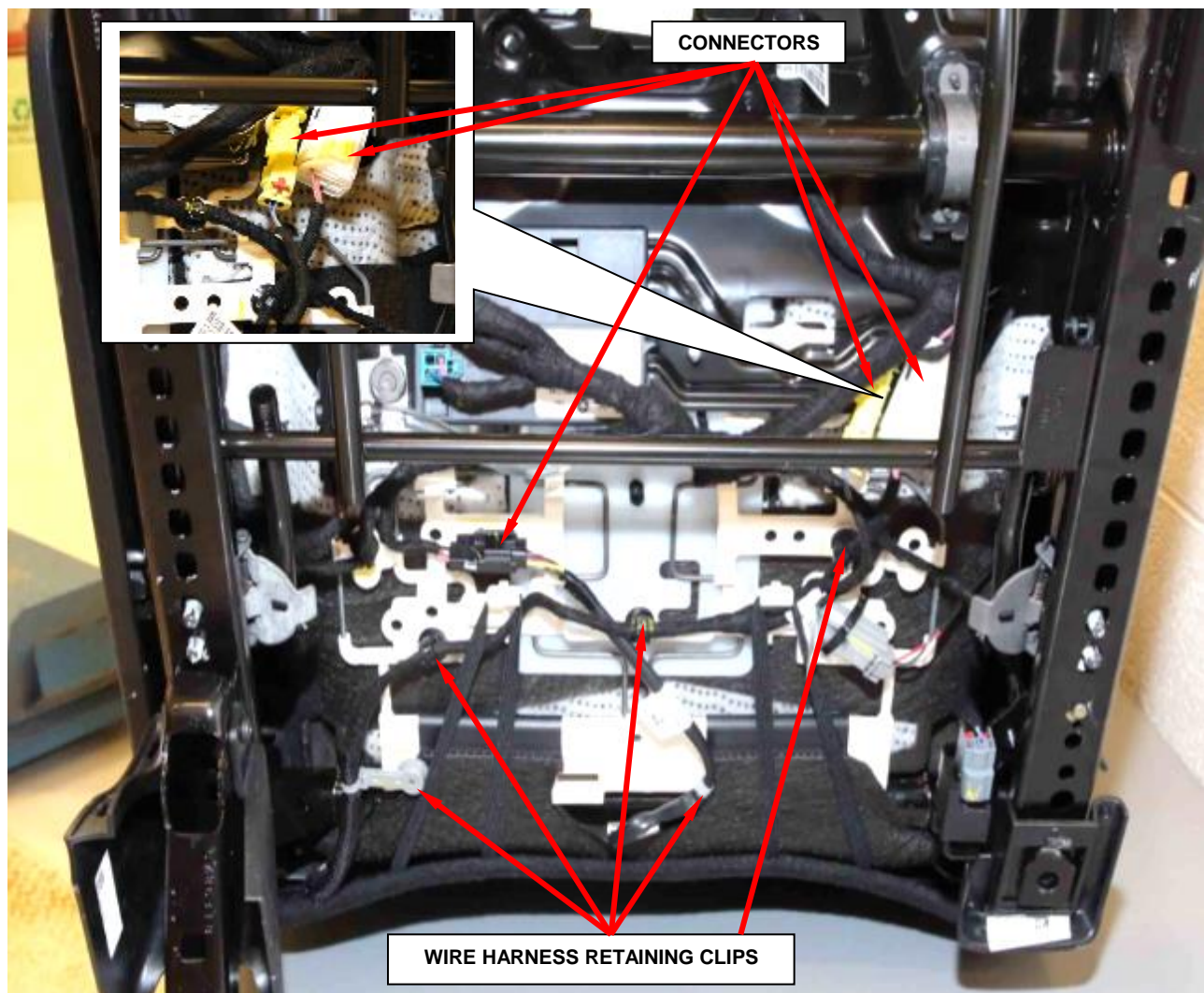
14. Remove the screws at the front and rear of the inboard side shield (Figure 7).
15. Lift upward and forward to release the hooking feature and remove



**Figure 7 – Inboard Side Shield**

**Service Procedure [Continued]**

16. Unhook the lower trim cover.
  
17. Unclip the wire harness retaining clips and disconnect the three wire harness connectors (Figure 8).

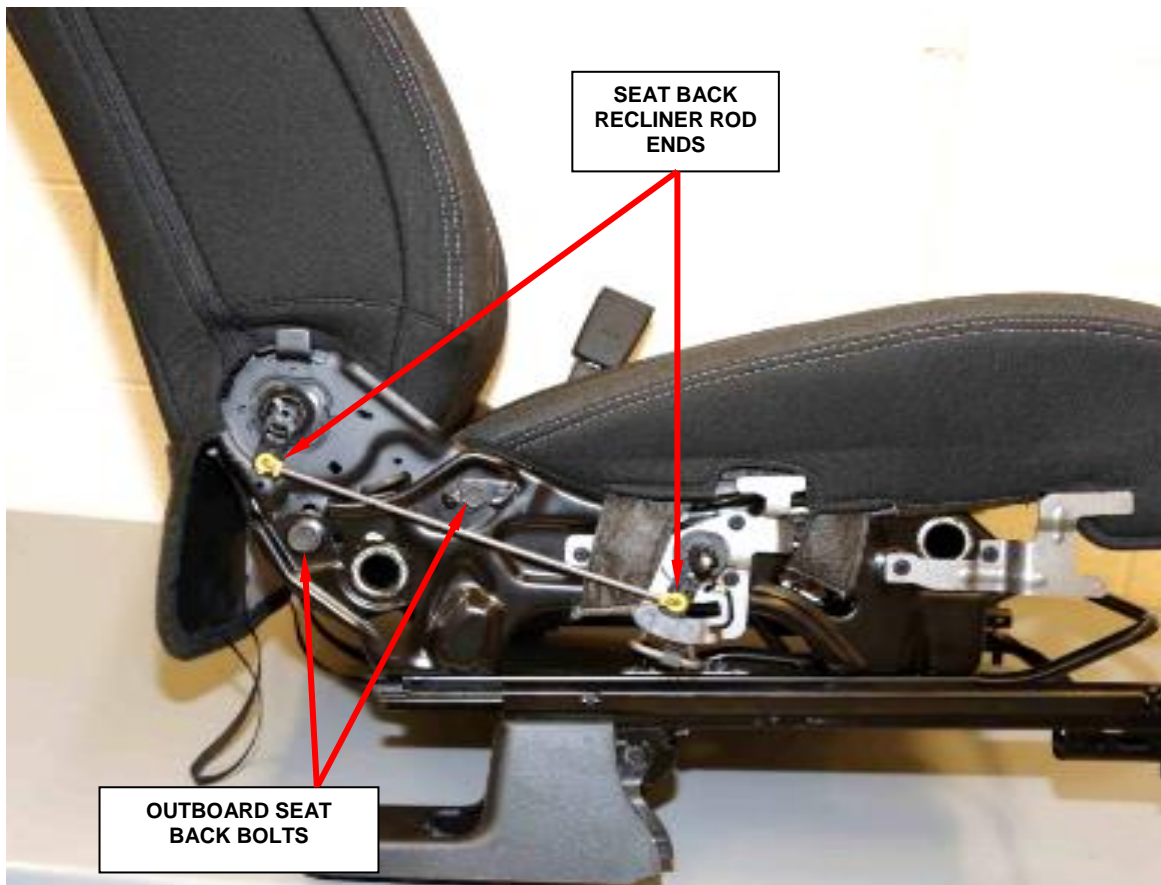


**Figure 8 – Wire Harness Connectors and Retaining Clips**



**Service Procedure [Continued]**

18. Remove and save the seat back recliner rod from the seat back and seat back recliner handle spindle (Figure 9).
  
19. Remove and save the bolts on both sides of the seat back, and remove the seat back (Figure 9).



**Figure 9 – Seat Back Bolts and Recliner Rod**

**Service Procedure [Continued]**

**NOTE:** If equipped with heated seats, vented seats or both, remove the heat mat and vent bag with the seat cushion.

**NOTE:** The Occupant Classification System (OCS) is used in the passenger side front seat of vehicles manufactured for domestic markets. Vehicles manufactured for export markets use the Occupant Detection Sensor (ODS) instead of the OCS on the passenger side front seat.

**NOTE:** All of the components of the OCS including the Occupant Classification Module (OCM), the Seat Weight Sensor (SWS), the plastic insulator SWS pad, the passenger seat cushion foam, the passenger seat cushion trim, the electronic pressure sensor, the OCS pressure hose, and the heat mat and vent bag (if equipped), are serviced only as a factory-calibrated and assembled unit. Any time any one of these components requires replacement for any reason, the entire calibrated OCS must be replaced and re-zeroed.

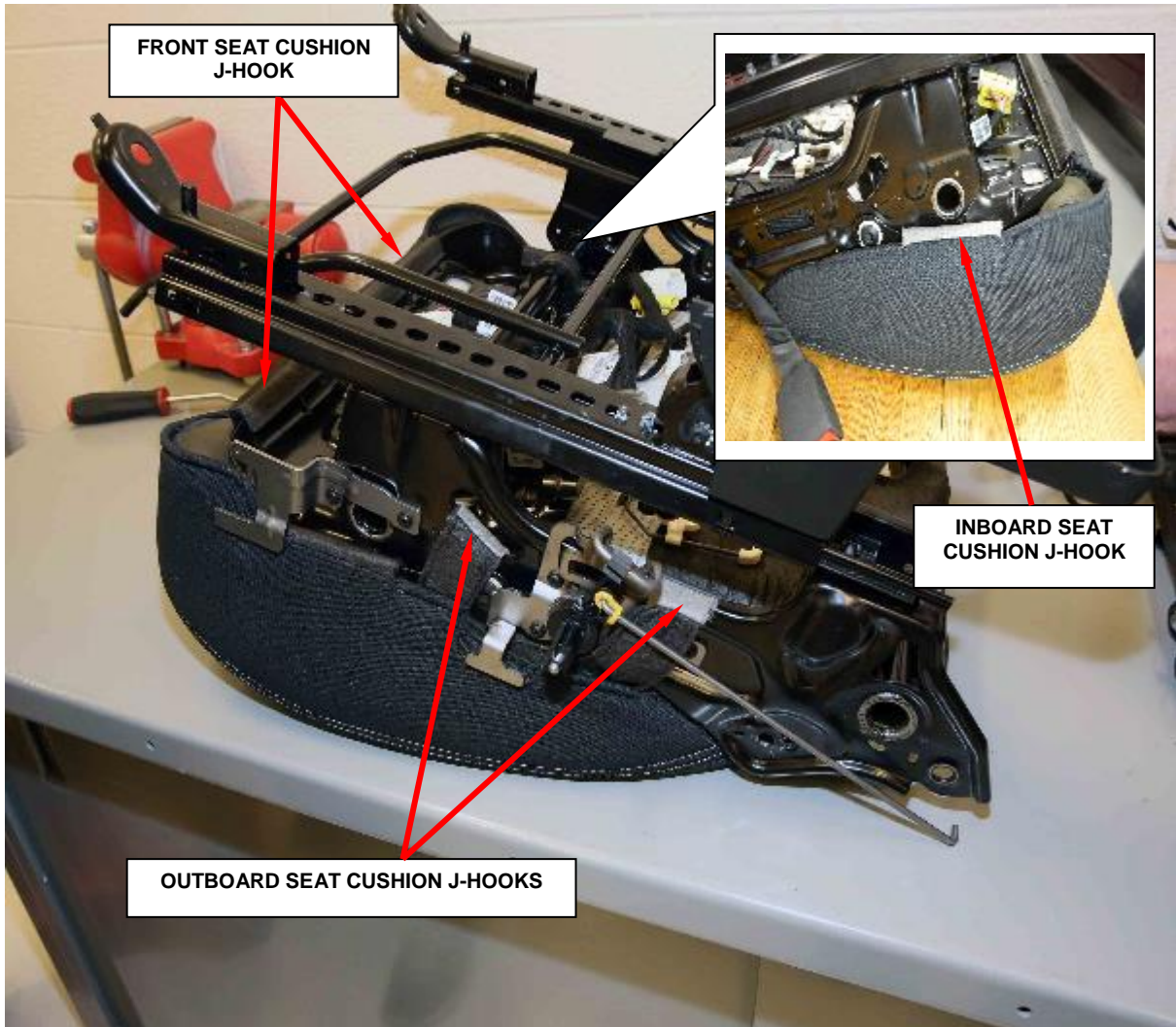
20. Release the J-hooks at the rear of the cushion (Figure 10).



**Figure 10 – Seat Cushion J-Hooks**

**Service Procedure [Continued]**

21. Release the cover J-hooks at the front and sides of the seat (Figure 11).

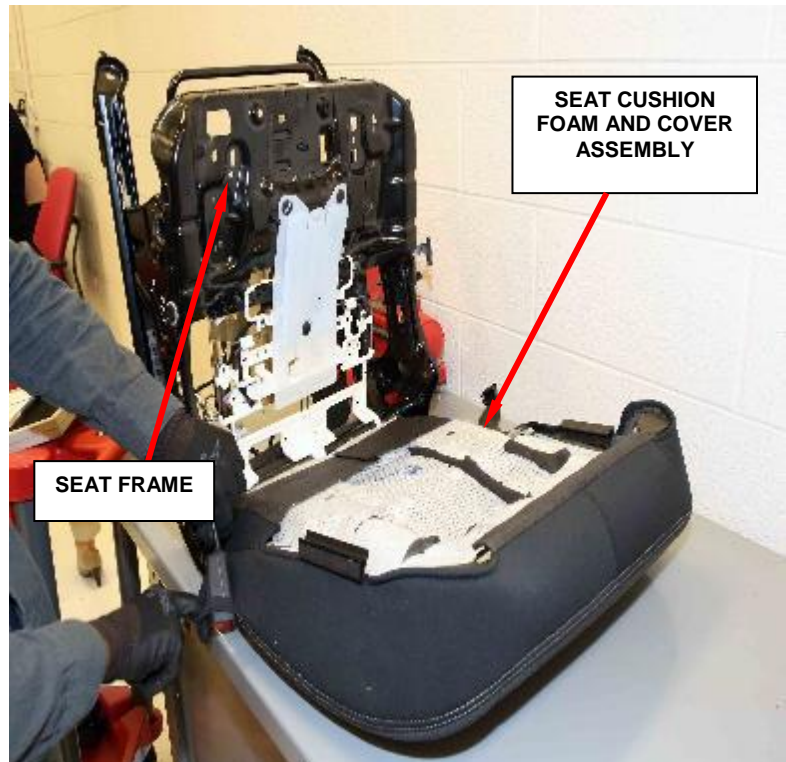


**Figure 11 – Seat Cushion J-Hooks**



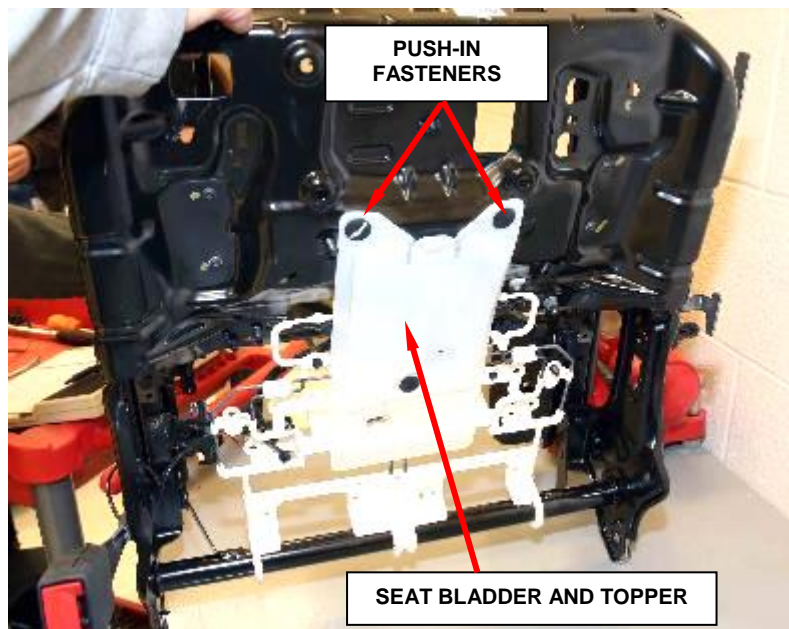
**Service Procedure [Continued]**

- 22. Remove the seat cushion foam and seat cushion cover as an assembly, from the seat frame (Figure 12).



**Figure 12 – Seat Cushion**

- 23. Remove the two push-in plastic fasteners that secure the seat bladder and the plastic toppers to the seat cushion pan (Figure 13).

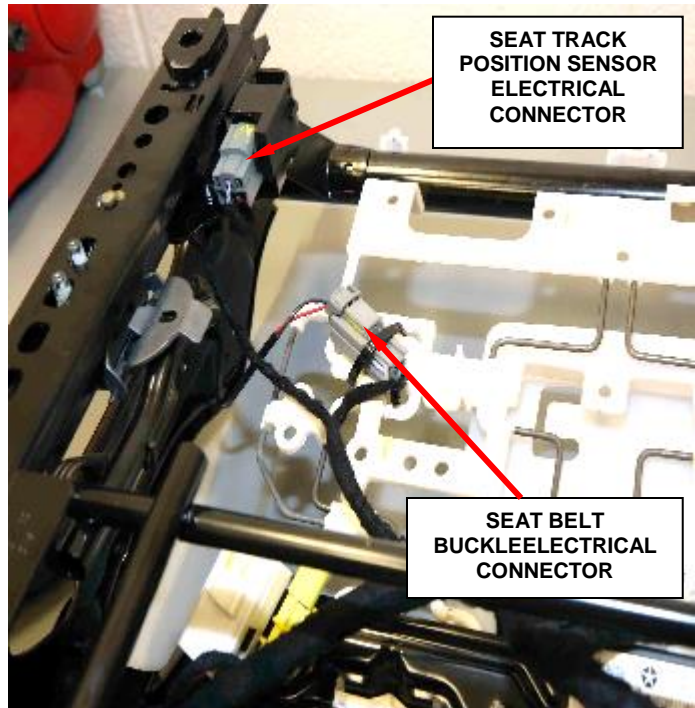


**Figure 13 – Seat Bladder**



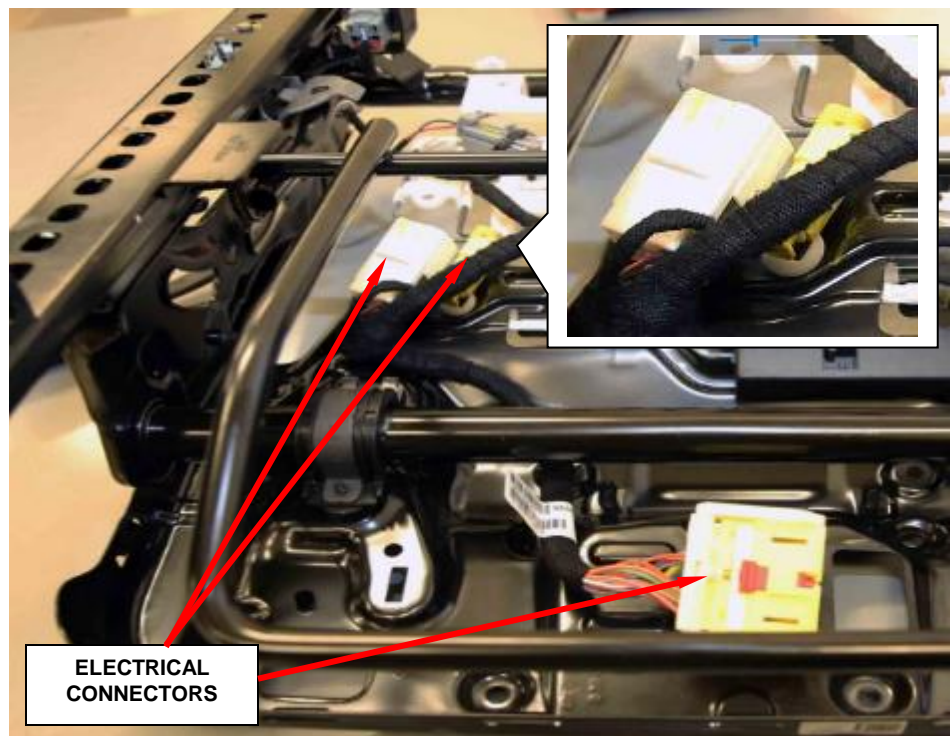
**Service Procedure [Continued]**

- 24. Disconnect the seat belt buckle electrical connector (Figure 14).
  
- 25. Disconnect the seat track position sensor electrical connector and release the harness from the bracket (Figure 14).



**Figure 14 – Electrical Connectors**

- 26. Release the three electrical connectors from the seat frame (Figure 15).

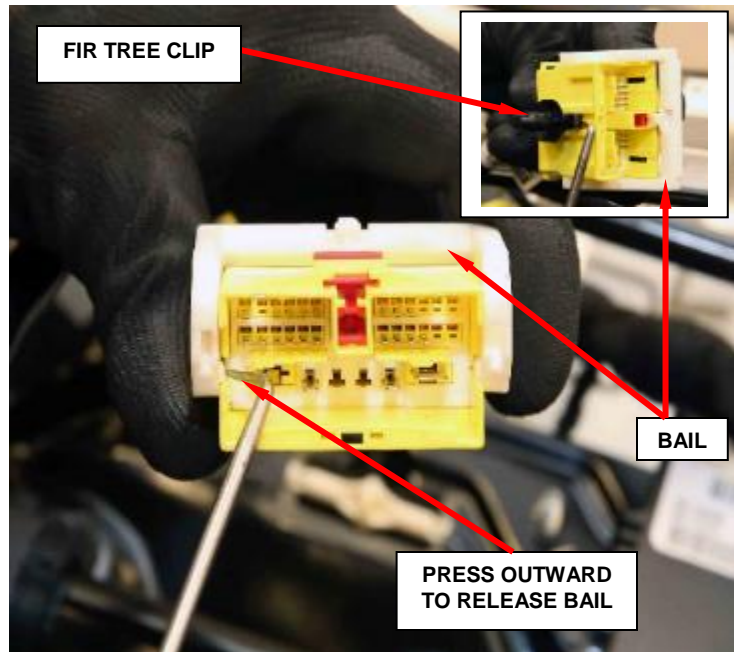


**Figure 15 - Electrical Connectors**

**Service Procedure [Continued]**

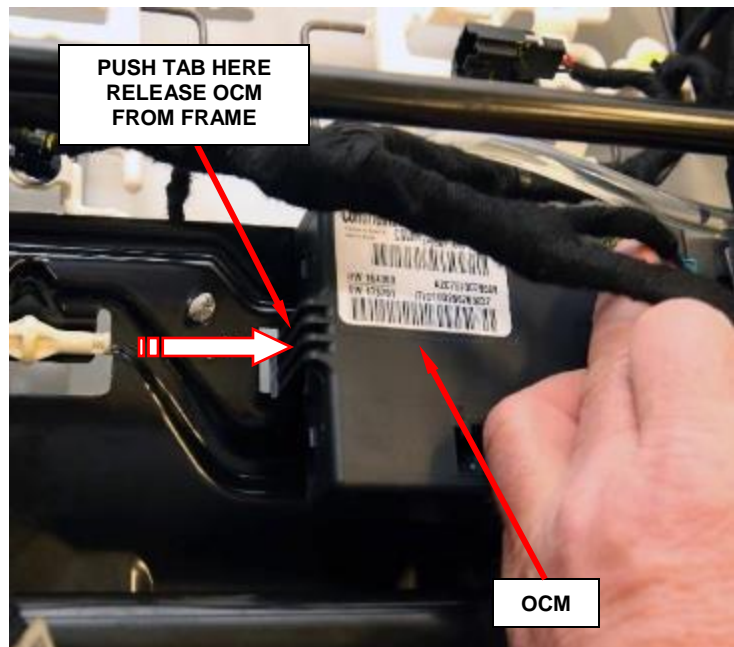
27. Remove and save the fir tree clip from the seat harness connector (Figure 16).

28. Release the seat harness connector bail and rotate to the locked position to assist routing the connector under the structural support (Figure 16).



**Figure 16 – Seat Harness Connector**

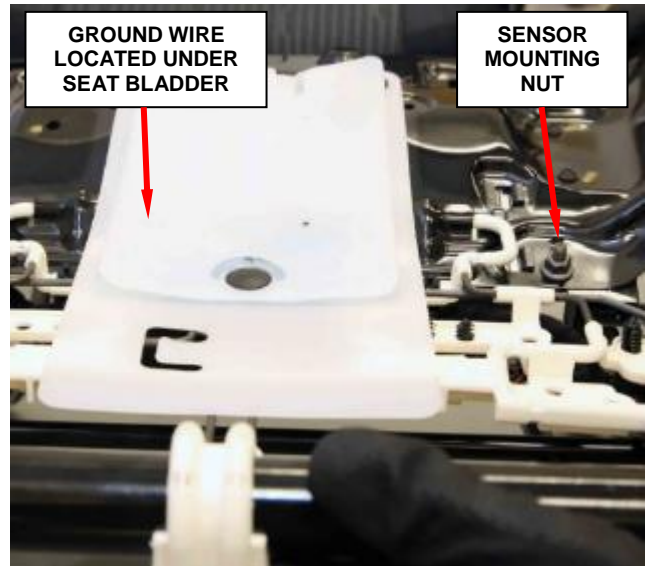
29. Push the tab and release the OCM from the seat frame (Figure 17).



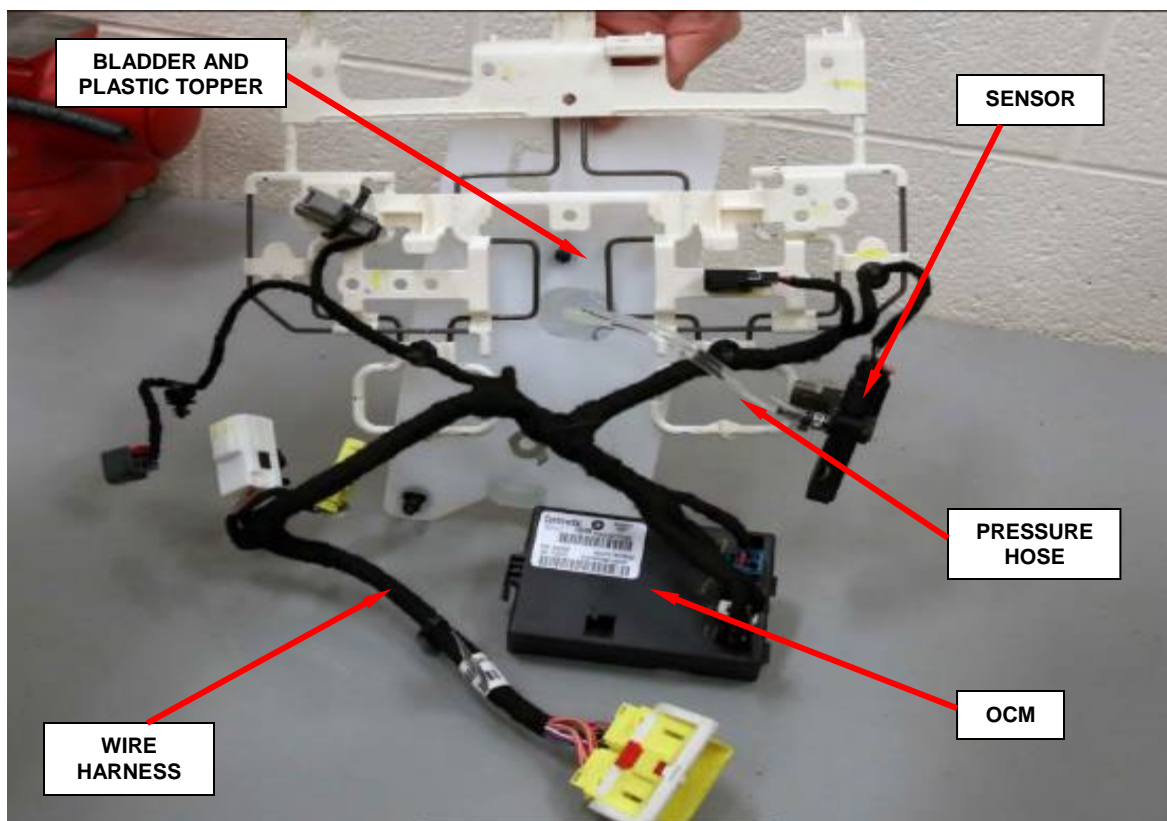
**Figure 17 - OCM**

**Service Procedure [Continued]**

30. Remove the ground wire from the seat frame. (Figure 18).
31. Remove and save the OCM sensor mounting nut (Figure 18).
32. Remove the wire harness, seat bladder, the plastic toppers, the pressure hose and the OCM with integral electronic pressure sensor from above the front seat cushion as a unit (Figure 19).



**Figure 19 – Ground Wire and Sensor Mounting Nut**

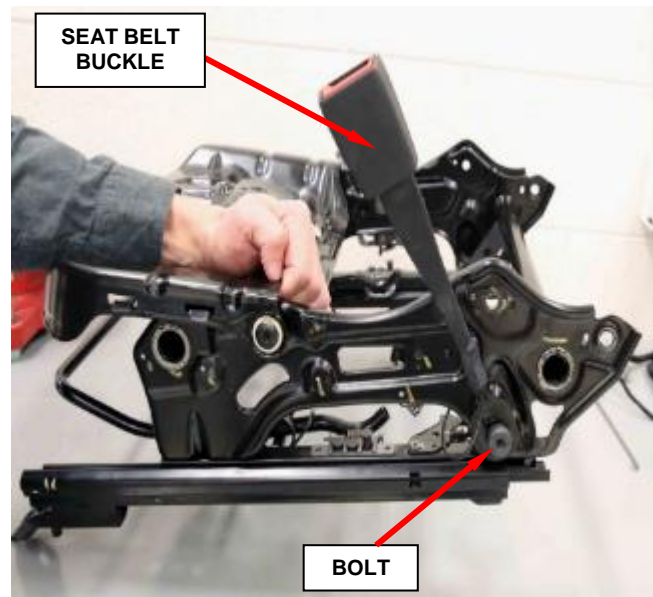


**Figure 18 – OCM Bladder Assembly Removed as a Unit**

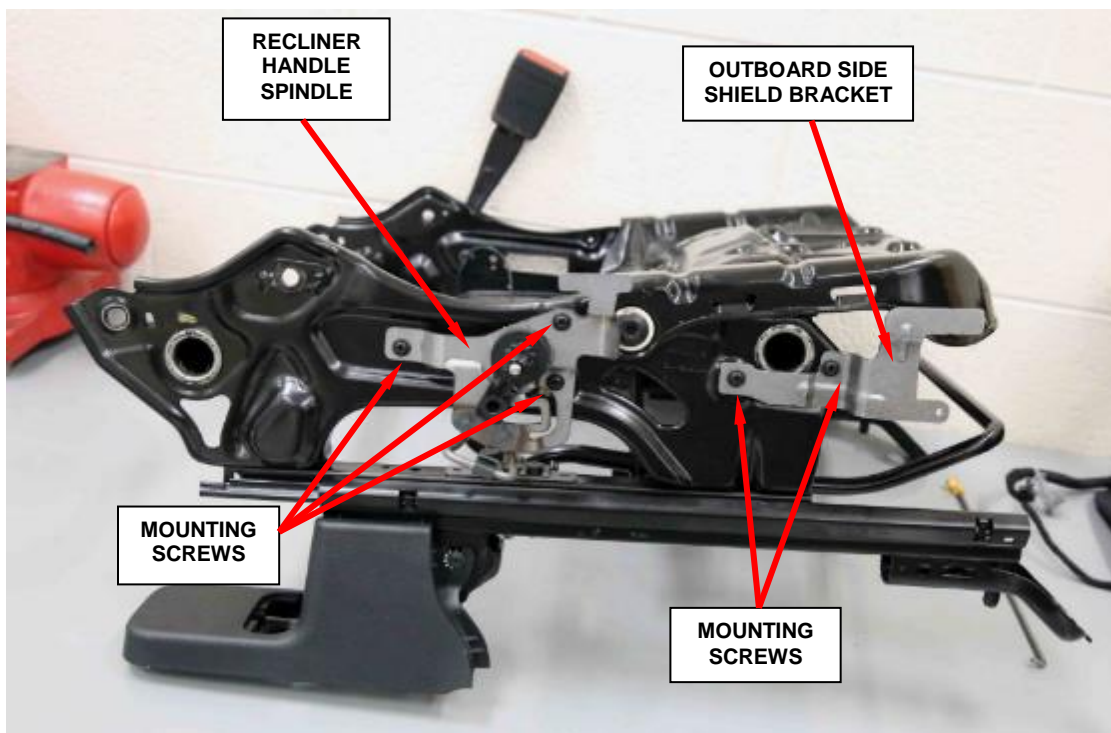


**Service Procedure [Continued]**

33. Remove the seat belt buckle and transfer to the **NEW** seat frame assembly. Tighten the bolt to 40 N·m (30 ft. lbs.). (Figure 20).
  
34. Remove the seat back recliner handle spindle and transfer to the **NEW** seat frame assembly. Tighten the screws securely. (Figure 21).
  
35. Remove the outboard side shield bracket and transfer to the **NEW** seat frame assembly. Tighten the screws securely. (Figure 21).



**Figure 20 – Transfer Seat Belt Buckle**

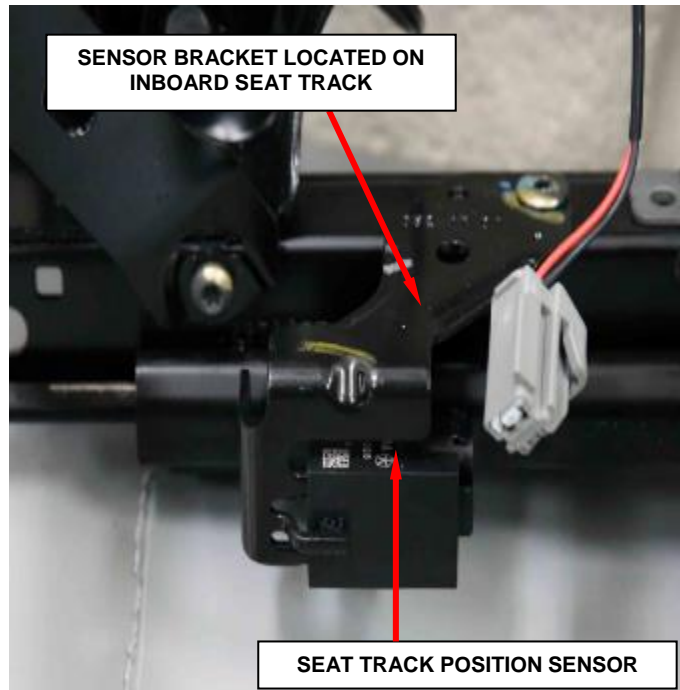


**Figure 21 – Transfer Spindle and Side Shield Bracket**

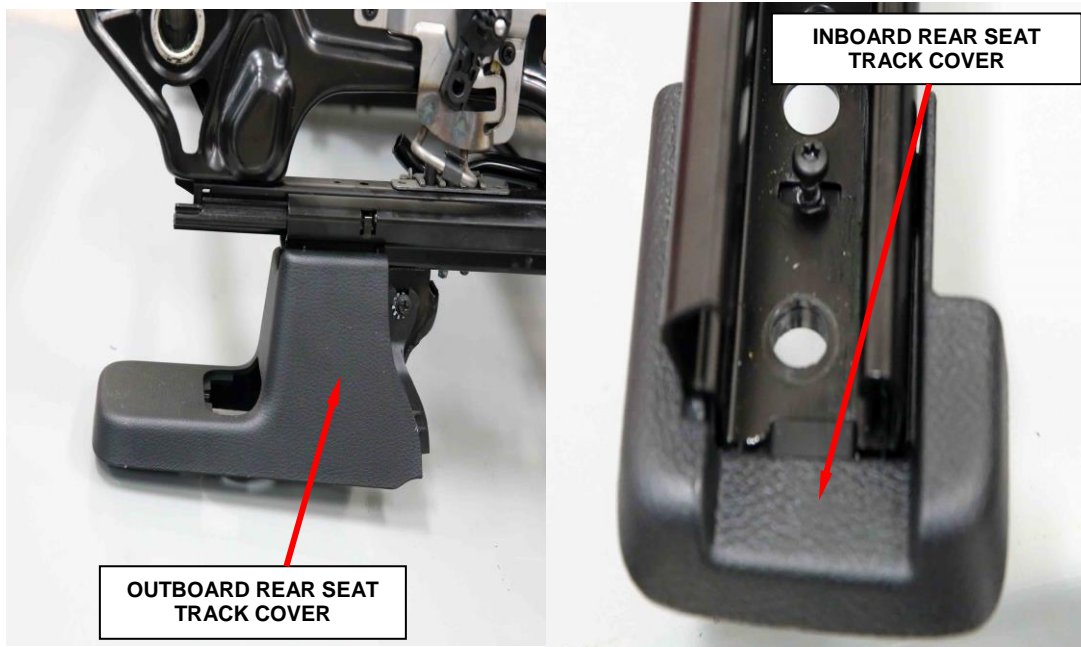


**Service Procedure [Continued]**

- 36. Remove the seat track position sensor and transfer to the **NEW** seat frame assembly (Figure 22).
  
- 37. Remove the rear inboard and outboard seat track covers and transfer to the **NEW** seat frame assembly. Tighten the screws securely. (Figure 23).
  
- 38. Discard the **OLD** seat frame assembly.



**Figure 22 – Transfer Seat Track Position Sensor**



**Figure 23 – Rear Seat Track Covers**

**Service Procedure [Continued]**

39. Position the wire harness, seat bladder, the plastic toppers, the OCS pressure hose and the OCM with integral electronic pressure sensor to the top of the front seat cushion pan as a unit. Lift the back of the seat bladder far enough to access and insert the OCM and pressure hose between the seat cushion springs to the underside of the seat cushion. Be certain the pressure hose is not pinched or kinked.
40. Install the OCM sensor and tighten the mounting nut securely.
41. Install the ground wire to the seat frame and tighten the screw securely.
42. From the underside of the seat, snap the OCM to the blade of the mounting bracket beneath the outboard front corner of the seat. Be certain the OCM has not been rotated in a fashion that puts torsion on the hose, this will cause the hose to kink.
43. Route the seat harness connector under the structural support and rotate the bail to the unlocked.
44. Install the fir tree clip to the seat harness connector.
45. Clip the three electrical connectors to the seat frame.
46. Connect the seat track position sensor electrical connector and install the harness retaining clip to the bracket.
47. Connect the seat belt buckle electrical connector.
48. Install the two push-in plastic fasteners that secure the seat bladder and plastic toppers.
49. Position the seat foam assembly onto the seat frame.
50. Fasten the trim cover J-hooks to the seat frame.
51. Position the seat back and install the seat back bolts on each side of the seat. Tighten the front seat back bolts to 45 N·m (33 ft. lbs.).

**Service Procedure [Continued]**

52. Install the seat back recliner rod to the seat back and seat back recliner handle spindle.
53. From under the seat, route the seat back harness and connect the wire harness connector.
54. Clip the wire harnesses and connect the three wire harness connectors (Figure 8).
55. Close the seat trim flap and hook the lower trim cover straps.
56. Install the inboard and outboard side shields and tighten the screws securely.
57. Install the recliner handle.
58. Position the passenger front seat in the vehicle.
59. Route and connect the seat wire harness connectors. Clip the harness into place.
60. Install all the seat bolts loosely, then tighten the seat bolts to 53 N·m (39 ft. lbs.) in sequence (front inboard, front outboard, rear inboard, rear outboard).
61. Install the seat tracks covers and seat bolt cover.
62. **Do not connect the battery negative cable at this time. Continue with Section C. Supplemental Restraint System (SRS) Verification Test.**

**Service Procedure [Continued]****C. Supplemental Restraint System (SRS) Verification Test**

**NOTE: During the following test, the negative battery cable remains disconnected and isolated during steps 1 and 2 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.**

1. During the following test, the negative cable remains disconnected and isolated from the battery, as it was during the Supplemental Restraint System (SRS) component removal and installation procedures.
2. Be certain that the diagnostic scan tool contains the latest version of the proper diagnostic software. Connect the scan tool to the 16-way Data Link Connector (DLC). The DLC is located on the driver side lower edge of the instrument panel, near the steering column opening cover and outboard of the steering column.
3. Check to be certain that nobody is in the vehicle, then connect the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector.
4. If the vehicle is equipped with Keyless Go, follow the warning below.

**WARNING: After disconnecting the 12-Volt battery wait two minutes before proceeding. Remove the ORC fuses, connect the 12-Volt battery, wait two minutes before proceeding. Cycle the ignition to the on position, then reconnect the orc fuses. Failure to follow these instructions may result in possible serious or fatal injury.**



**Service Procedure [Continued]**

For vehicles with a standard ignition follow the warning below.

**WARNING: Turn the ignition on, then reconnect the 12-Volt battery. Failure to follow these instructions may result in possible serious or fatal injury.**

Exit the vehicle with the scan tool.

5. Using the scan tool, read and record the active (current) Diagnostic Trouble Code (DTC) data.
6. Next, use the scan tool to read and record any stored (historical) DTC data.
7. If any DTC is found in Step 5 or Step 6, refer to the appropriate diagnostic information.
8. Use the scan tool to erase the stored DTC data. If any problems remain, the stored DTC data will not erase. Refer to the appropriate diagnostic information to diagnose any stored DTC that will not erase. If the stored DTC information is successfully erased, go to Step 9.
9. Turn the ignition switch **OFF** for about 15 seconds, and then back to **ON**. Observe the airbag indicator in the instrument cluster. It should light from four to six seconds, and then go out. This indicates that the SRS is functioning normally and that the repairs are complete. If the airbag indicator fails to light, or lights and stays on, there is still an active SRS fault or malfunction. Refer to the appropriate diagnostic information to diagnose the problem.
10. Close the hood, remove the wiTECH micro pod II.
11. 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 one of the following labor operation numbers and time allowances:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect Seat Position Sensor Bracket	23-UB-71-81	0.2 hours
Inspect Seat Position Sensor Bracket and Replace Seat Cushion Frame	23-UB-71-82	1.1 hours
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

Floor Plan Reimbursement represents the vehicle’s average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on **11/29/2018** and the remedy was made available on **12/20/2018**, therefore, the number of days cannot exceed **21** days.

Vehicle	Average Daily Allowance
2019 (DT) RAM 1500 Pickup	█

**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

UB7/NHTSA 18V-822

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 UB7.

# IMPORTANT SAFETY RECALL

## Seat Track Position 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 [2019 (DT) RAM 1500 Pickup] trucks.

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 seat track on your truck <sup>[1]</sup> may have been built with a seat track position sensor, located on the manual passenger seat, that may become loose and out of position. An out of position seat track position sensor may be unable to detect the full forward seat position preventing the Occupant Restraint Controller from choosing the desired passenger airbag deployment parameters. **A passenger airbag deploying with other than the desired parameters in a crash may result in an increased risk of injury to the passenger, if the seat is in the full forward position.**

#### 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 inspect for a loose manual passenger seat track position sensor bracket and replace if necessary. 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 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  
FCA 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.