



March 2019

Dealer Service Instructions for:

Safety Recall V17 / NHTSA 19V-142 48-Volt Ground Cable Fastener

Remedy Available

2019 (DT) 1500 RAM

NOTE: This recall applies only to the above vehicles equipped with a 5.7L eTorque engine and a 48-Volt Belt Starter Generator (sales code XBZ).

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

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 48-Volt auxiliary battery on about 33 of the above vehicles may have been built with a loose terminal connection at the 48-Volt auxiliary battery cable. This condition can cause localized heating at the cable terminal connection located behind the rear seat. Continuous heating at the cable terminal can propagate into an interior vehicle fire with the ignition on or off. **An interior vehicle fire may lead to an increased risk of injury to occupants and persons outside the vehicle, and property damage as well.**

Repair

Inspect the 48-Volt Power Pack Unit (PPU) cable nuts for proper torque, and tighten to 20 N·m (15ft. lbs.) if loose.

Parts Information

No parts are required to perform this service procedure.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Disconnect the negative battery cable.

NOTE: Do not connect the 12-volt vehicle battery at any time while inspecting the 48-Volt Power Pack Unit (PPU) negative cable nut.

2. Remove the rear seat by determining seat type equipped.
 - **If Equipped with 60%, 40% Reclining Rear Seats**, follow section **A. 60%, 40% Recline Seat Removal** and section **B. 60%, 40 % Recline Seat Installation.**
 - **If equipped with rear bench seat**, follow section **C. Bench Seat Removal** and section **D. Bench Seat Installation**

A. 60%, 40% Recline Seat Removal

1. Position the seats in the full rearward position and lift the seat cushion (Figure 1).
2. If equipped, disconnect the wire harness connector (Figure1).
3. Remove the front seat bolts on both rear seats (Figure 1).

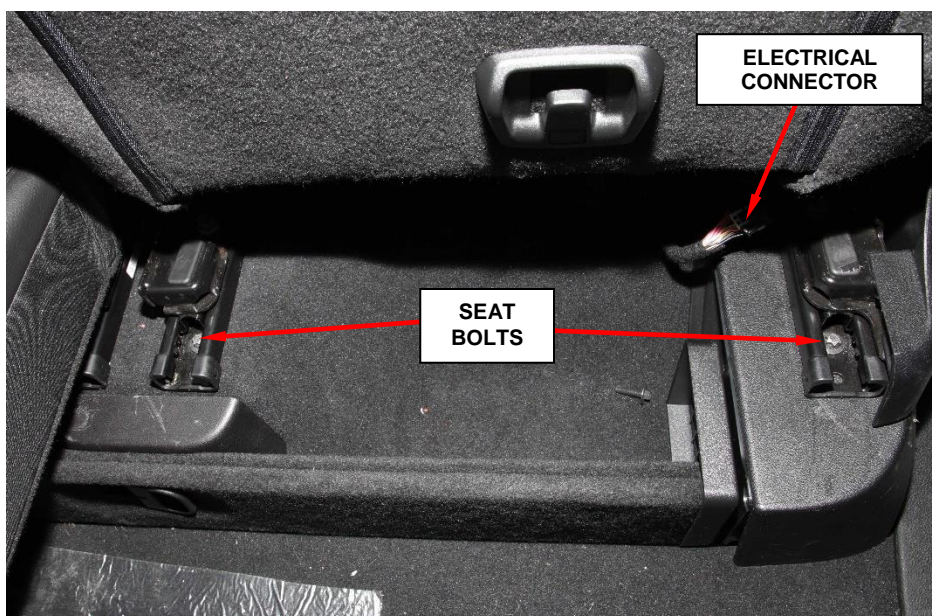


Figure 1 – Rear Seat

Service Procedure [Continued]

4. Lower the armrest and both seat cushions.
5. Reach behind the seatback in the area and locate the release strap (Figure 2).

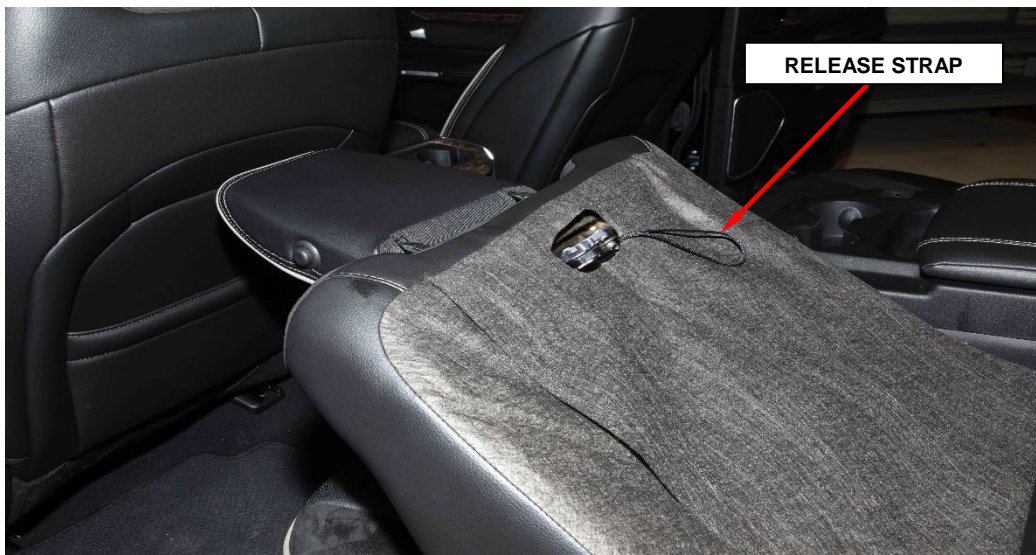


Figure 2 – Release Strap

6. Pull on the strap toward the right (Passenger Side) to release the seat back latch, and fold the seatback forward.
7. Remove the rear seat bolts, then remove the rear seat/s (Figure 3).

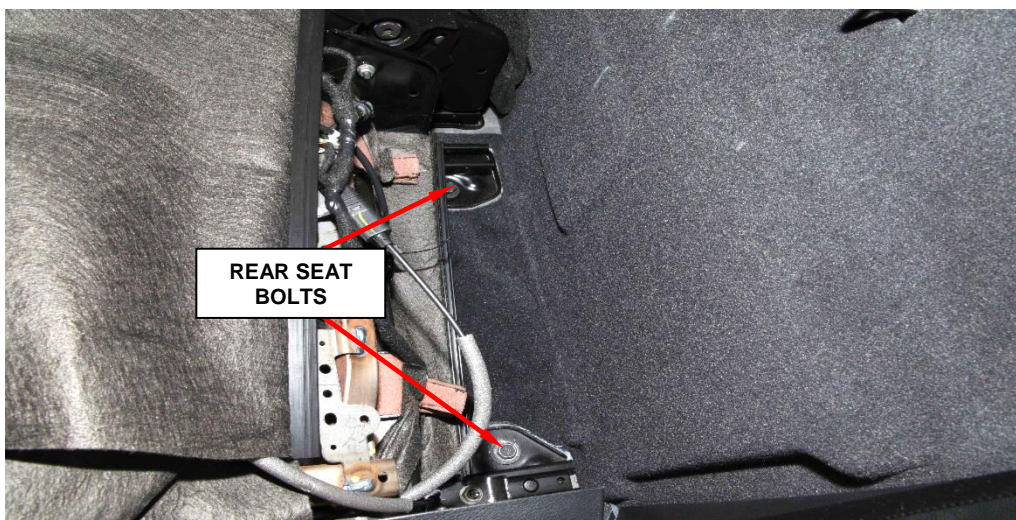


Figure 3 – Rear Seat Bolts

Service Procedure [Continued]

8. Remove the scuff plates on both sides (Figure 4).

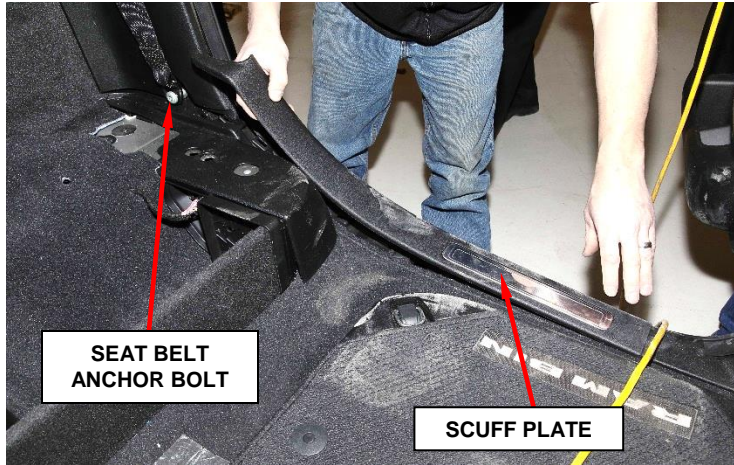


Figure 4 – Scuff Plate Removal

9. Remove the lower seat belt anchor bolts from both sides (Figure 4).
10. Separate the retaining clips from the pillar and remove the lower C-pillar trim panels from both sides (Figure 5).

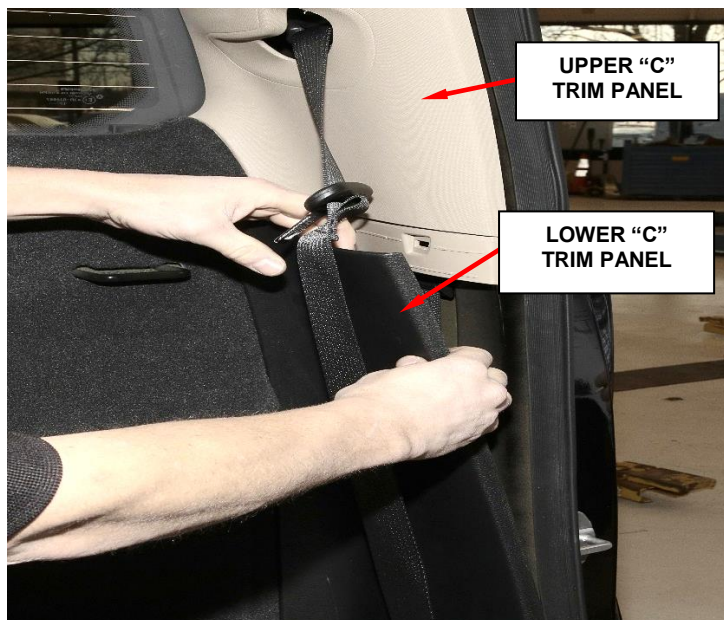


Figure 5 – "C" Pillar Panel

Service Procedure [Continued]

11. Using a suitable tool pry the screw cover off the upper “C” trim panels and remove the screws of both sides (Figure 6).



Figure 6 – “C” Pillar Screw Cover

12. Separate the retaining clips from the pillar and remove the upper C-pillar trim panels from both sides (Figure 7).



Figure 7 – Upper “C” Pillar Trim

Service Procedure [Continued]

13. Remove the three push-pin fasteners and the center retaining strap that secure the rear cab trim panel to the rear cab back panel and remove the trim panel (Figure 8).

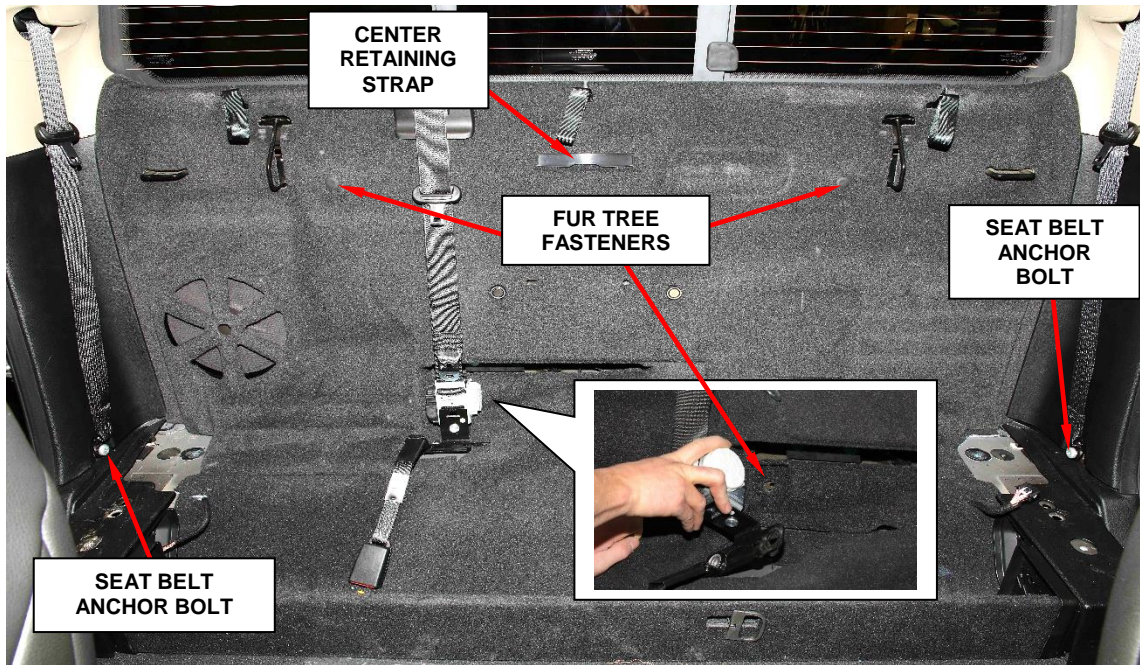


Figure 8 – Rear Cab Trim Panel

NOTE: Remove the seat belt retractor to gain access to the fur tree fastener located behind the retractor.

14. Remove the two nuts that secure the wiring shield and remove the shield (Figure 9).

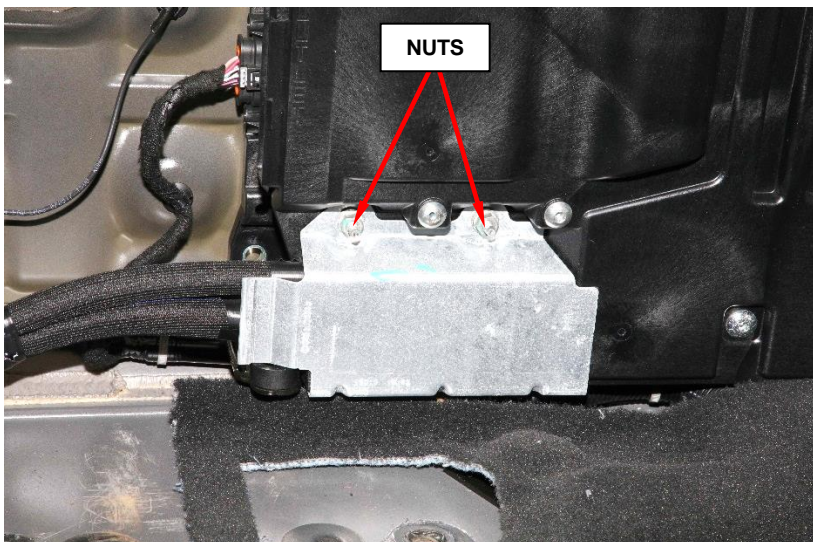


Figure 9 – Wiring Shield

Service Procedure [Continued]

- Using a torque wrench tighten all the PPU cable nuts to 20 N·m (15ft. lbs.). (Figure 10).

NOTE: If there is visible discoloration on the cable eyelets, studs or proper torque is not achievable, please contact the STAR Center for direction on how to proceed with repair.

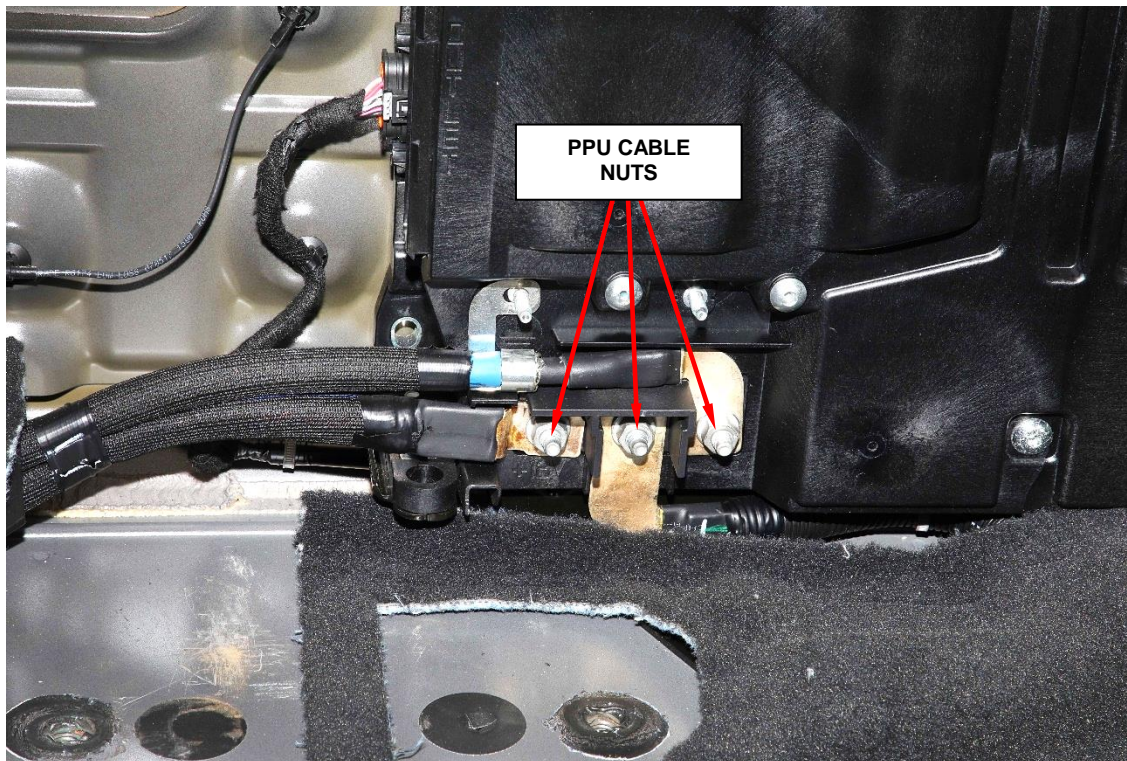


Figure 10 – PPU Connections

- Install the wiring shield and securely tighten the nuts (Figure 9).
- Proceed to section **B. 60%, 40% Recline Seat Installation**

Service Procedure [Continued]**B. 60%, 40% Recline Seat Installation**

1. Position the rear cab trim panel to the rear cab back panel and install the push-pin fasteners and the center retaining strap (Figure 8).
2. Install the rear center seat belt retractor/anchor bolt and tighten the bolt to 48 N·m (35ft. lbs.) (Figure 8).
3. Position the upper C-trim in place and seat the retaining clips fully (Figure 7).
4. Install the upper C-trim screw and tighten securely (Figure 6).
5. Position the lower C-trim in place and seat the retaining clips fully (Figure 5).
6. Install the scuff plates on both sides (Figure 4).
7. Install the lower seat belt anchor bolts and tighten to 48 N·m (35ft. lbs.) (Figure 4).
8. Position the rear seats into the vehicle.

NOTE: Route the seat belt buckle thru the seat

9. Install all the seat bolts loosely, then tighten the rear seat bolts to 55 N·m (41ft. lbs.).
10. Latch the seat back, then position the seat cushion to the full rearward position.
11. Lift the seat cushion and tighten the front seat bolts to 45 N·m (33ft. lbs.).
12. If equipped, connect the wire harness connector.
13. Connect the negative battery cable and tighten to 7 N·m (62in. lbs.).
14. Close the hood and return the vehicle to the customer.

Service Procedure [Continued]**C. Bench Seat Removal**

1. Raise the rear seat cushion.
2. Remove the seat belt bolt, then route the center retractor seat belt out of the seat.
3. Remove the rear seat bolts, then **LIFT** the seat assembly to unhook the seat back from the brackets and remove the rear seat.
4. Remove the scuff plates on both sides (Figure 4).
5. Remove the lower seat belt anchor bolts from both sides (Figure 4).
6. Separate the retaining clips from the pillar and remove the lower C-pillar trim panels from both sides (Figure 5).
7. Use a trim tool to pry the screw cover off the upper “C” trim panels and remove the screws of both sides (Figure 6).
8. Separate the retaining clips from the pillar and remove the upper C-pillar trim panels from both sides (Figure 7).
9. Remove the three push-pin fasteners and the center retaining strap that secure the rear cab trim panel to the rear cab back panel and remove the trim panel (Figure 8).
10. Remove the two nuts that secure the wiring shield and remove the shield (Figure 9).
11. Using a torque wrench tighten all the PPU cable nuts to 20 N·m (15ft. lbs.). (Figure 10).

NOTE: If there is visible discoloration on the cable eyelets, studs or proper torque is not achievable, please contact the STAR Center for direction on how to proceed with repair.

Service Procedure [Continued]

12. Install the wiring shield and securely tighten the nuts (Figure 9).
13. Proceed to section **D. Bench Seat installation**

D. Bench Seat Installation

1. Position the rear cab trim panel to the rear cab back panel and install the push-pin fasteners and the center retaining strap (Figure 8).
2. Position the upper C-trim in place and seat the retaining clips fully (Figure 7).
3. Install the upper C-trim screw and tighten securely (Figure 6).
4. Position the lower C-trim in place and seat the retaining clips fully (Figure 5).
5. Install the scuff plates on both sides (Figure 4).
6. Install the lower seat belt anchor bolts and tighten to 48 N·m (35ft. lbs.) (Figure 4).
7. Route the center retractor seat belt and install the anchor belt.

NOTE: Make sure the center seat belt is routed correctly.
8. Install the rear center seat belt retractor/anchor bolt and tighten the bolt to 55 N·m (41ft. lbs.).
9. Position the rear seat into the vehicle and lift it onto the seat back brackets.
10. Install all the seat bolts loosely, then tighten the rear seat bolts to 55 N·m (41ft. lbs.).
11. Connect the negative battery cable and tighten to 7 N·m (62in. lbs.).
12. Close the hood and 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:

	Labor Operation Number	Time Allowance
Inspect and torque PPU cable fasteners	08-V1-71-81	1.0 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 **03/07/2019** and the remedy was made available on **03/12/2019**, therefore, the number of days cannot exceed **5** days.

Vehicle	Average Daily Allowance
2019 (DT) RAM 1500	█

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

V17/NHTSA 19V-142

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 V17.

IMPORTANT SAFETY RECALL

48-Volt Ground Cable Fastener

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 RAM 1500 Pickup] vehicles.

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 48-Volt auxiliary battery on your truck ^[1] may have been built with a loose terminal connection at the 48-Volt auxiliary battery cable. This condition can cause localized heating at the cable terminal connection located behind the rear seat. Continuous heating at the cable terminal can propagate into an interior vehicle fire with the ignition on or off. **An interior vehicle fire may lead to an increased risk of injury to occupants and persons outside the vehicle, and property damage as well.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will inspect the torque on the 48-Volt auxiliary battery fasteners to ensure the fasteners are properly secured. The estimated repair time is one hour. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so 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 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
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.

[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.