



August 2019

Dealer Service Instructions for:

Safety Recall V83 / NHTSA 19V-556 Instrument Panel Cluster

Remedy Available

**2018 - 2019 (DS) RAM 1500 Pickup
(DX) RAM Truck (Mexico)**

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 instrument panel cluster on 1 of the above vehicles may become non-operational. A non-operational instrument cluster will be unable to provide information such as warning chimes, messages, and gauges. The loss of a functional instrument cluster may prevent the activation of warning chimes, messages, and gauges to provide vehicle information to the driver, which may increase the risk of a crash without warning.

Repair

Replace the instrument panel cluster on all of the above mentioned vehicles.

NOTE: If the vehicle cluster is not displaying vehicle information when the customer arrives for the recall simply disconnect the 12-volt battery ground cable for 5 -10 seconds and reconnect. This procedure will reset the cluster to display vehicle information.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle. Clusters must be ordered once the vehicle is held by the dealer. **Vehicles must be held until a replacement cluster is installed.**

Parts Information

NOTE: Clusters can only be ordered through *campaignteam@fcagroup.com*. Please provide the VIN, Mileage, and Dealer Code. The Supply Chain team will order the cluster from the supplier. These parts will be shipped SSD.

Parts Return

No parts return required for this campaign.

Special Tools

The following special tool is required to perform this repair:

- C-4755 Trim stick

Service Procedure

1. Disconnect and isolate the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cable
2. From below the steering column, remove the two outboard screws within the recess areas that secure the upper shroud to the lower shroud (Figure 1).



Figure 1 – Lower Shroud Screws

NOTE: There are snap connections near the instrument cluster and between the shroud and the steering wheel that secure the upper and lower shroud.

3. Remove the upper shroud by pushing gently inward and upward on both sides of the upper shroud above the parting line of the lower shroud to release the snap features that secure the two shroud halves to each other.

Service Procedure [Continued]

4. Remove the fasteners that secure the top of the instrument cluster bezel to the instrument panel (Figure 2).



Figure 2 – Bezel Fasteners

5. Using a trim stick C-4755 or equivalent, disengage the retainer clips that secure the instrument cluster bezel to the instrument panel and remove the bezel (Figure 3).

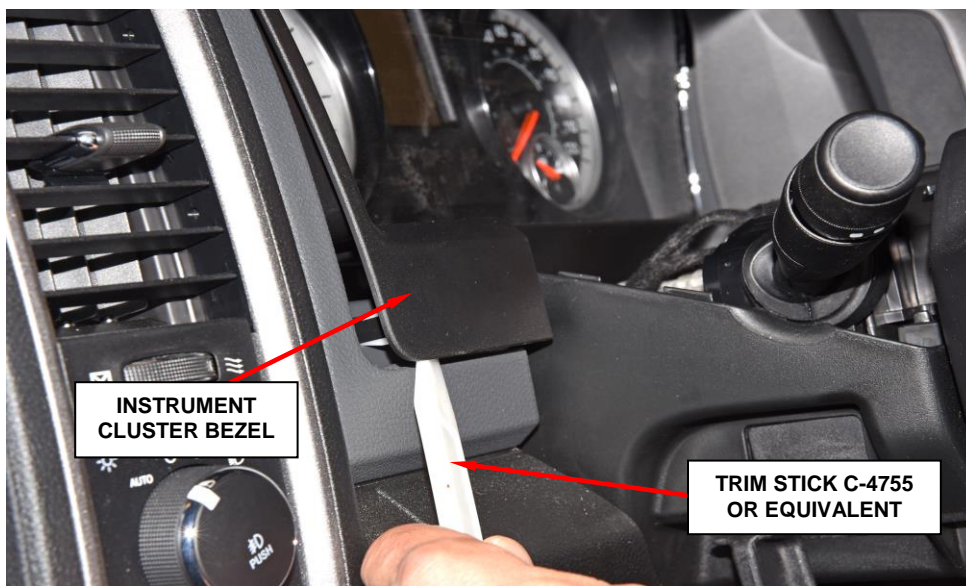


Figure 3 – Instrument Cluster Bezel

Service Procedure [Continued]

6. Remove the two screws that secure the instrument cluster to the instrument panel (Figure 4).

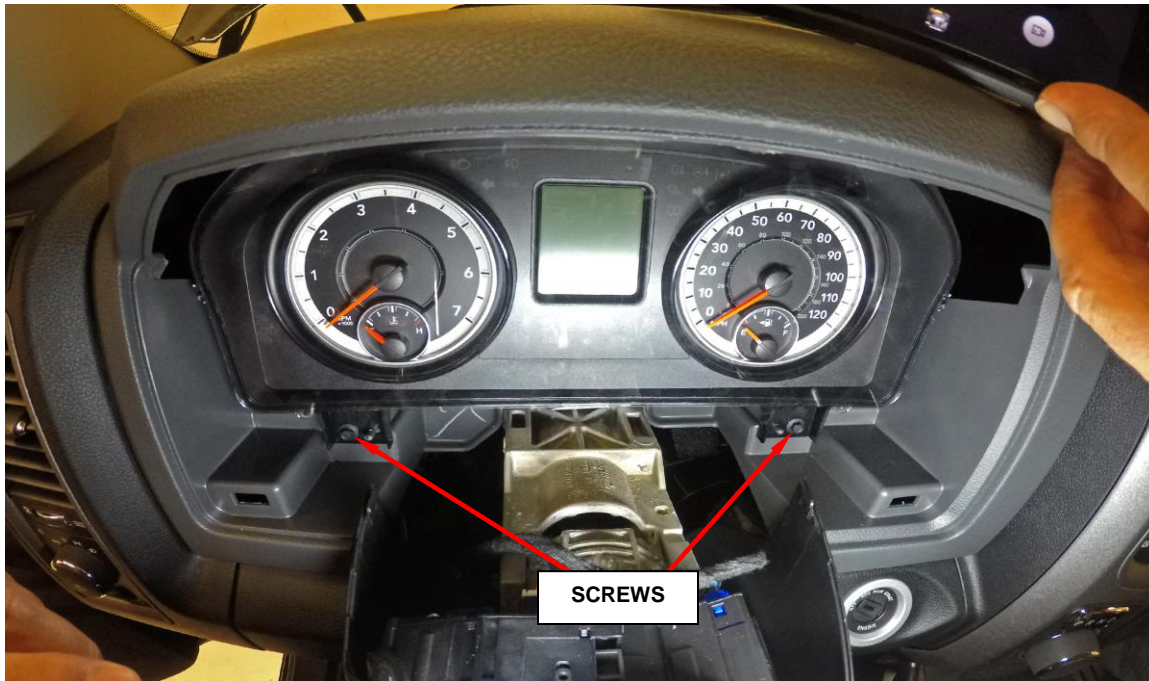


Figure 4 – Cluster Screws

7. Pull the instrument cluster away far enough to access and disconnect the instrument panel wire harness connector from the connector receptacles on the back of the cluster housing (Figure 5).

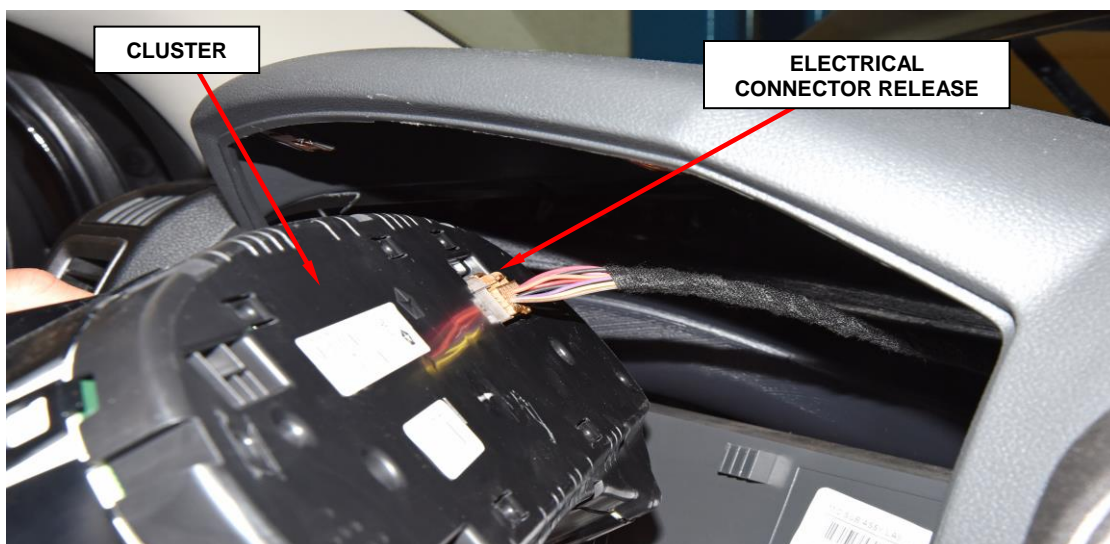


Figure 5 – Electrical Connector

Service Procedure [Continued]

8. Remove the instrument cluster from the instrument panel.
9. Position the **NEW** instrument cluster close enough to the instrument panel to connect the instrument panel wire harness connector to the connector receptacles on the back of the cluster housing (Figure 5).
10. Position the instrument cluster into the instrument panel (Figure 4).
11. Install and tighten the two screws that secure the instrument cluster to the instrument panel. Tighten the screws to 4 N·m (31 in. lbs.) (Figure 4).
12. Position the upper shroud onto the steering column over the lower shroud.
13. Align the snaps features on the upper and lower shroud halves and apply hand pressure to snap together.
14. From below the steering column, install the two outboard screws within the recess areas that secure the upper shroud to the lower shroud (Figure 1).
15. Install the instrument cluster bezel onto the instrument panel and fully engage the retainer clips to the instrument panel.
16. Install the fasteners that secure the instrument cluster bezel to the instrument panel (Figure 2).
17. Connect the negative battery cable and tighten to 7 N·m (62in. lbs.). If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector to the negative battery cable.

NOTE: Certain indicators in this instrument cluster are automatically configured. The instrument cluster should automatically relearn the equipment in the vehicle and properly configure the configurable indicators accordingly. In the event of any relearn issue, disconnect the negative battery cable and reconnect the negative cable, then turn the ignition switch to the ON position. The instrument cluster should automatically relearn the equipment in the vehicle and properly configure the configurable indicators accordingly

18. 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
Replace Instrument Panel Cluster	08-V8-31-82	0.3 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

V83/NHTSA 19V-556

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 V83.

IMPORTANT SAFETY RECALL

Instrument Panel Cluster

Dear [Name],

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

FCA has decided that certain [2018 - 2019 (DS) 1500 RAM Pickup] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 101 S5.3 which requires vehicles to illuminate telltales and their identification sufficiently to make them visible to the driver under daylight and nighttime driving conditions. Under certain conditions, vehicles built with the affected instrument clusters may not illuminate the required telltales. 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 instrument cluster on your truck ^[1] may, under certain circumstances, become non-operational. This condition may result in the lack of activation of warning chimes, messages, and gauges. Failure to illuminate telltales as appropriate may prevent the operator from receiving information regarding the status of the vehicle systems, and can cause a vehicle crash without warning.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace your instrument cluster. The estimated repair time is about an 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.