



May 2020

Dealer Service Instructions for:

# **Safety Recall W00 / NHTSA 20V-036 Shifter Cable**

---

**Remedy Available**

**2014-2019 (VF) Ram ProMaster**

**NOTE: ProMaster repairs can only be performed by BusinessLink Dealers. Non BusinessLink Dealers should not order parts or perform the repair.**

**NOTE: This recall applies only to the above vehicles equipped with an automatic transmission.**

**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 transmission shifter cable on about 222,200 vehicles could separate, disconnecting the transmission shifter from the transmission, which could result in the inability of the driver to shift the transmission potentially resulting in the gear shift lever position not matching the transmission gear.

If the transmission shifter becomes disconnected from the transmission, the vehicle may not perform the shifts intended by the driver (including a shift to PARK), although the actual transmission gear position will be displayed on the instrument cluster. In addition, the "Vehicle Not in PARK" and the "Door Ajar" messages will display on the instrument cluster and audible chimes will sound if the driver's door is opened while the transmission is not in PARK. **If these warnings are not heeded, unintended vehicle movement may occur which can cause a vehicle crash without prior warning and/or injury to others outside the vehicle.**

There will not be any prior warning of the transmission shifter cable disconnection from the transmission. However, after the cable detachment and prior to a driver attempting to exit a vehicle, the driver may notice significantly reduced effort required to move the shift lever, the gear position indicators in the vehicle will all show the actual gear of the transmission regardless of the shift lever position, and the door ajar warning will also function which alerts the driver via instrument cluster messages and audible chime if the driver's door is opened while the transmission is not in PARK.

**Repair**

Replace the automatic transmission shifter cable.

**Alternate Transportation**

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if the vehicle must be held overnight.

**Parts Information**

**NOTE: ProMaster repairs can only be performed by BusinessLink Dealers. Non BusinessLink Dealers should not order parts or perform the repair.**

<u>Part Number</u>	<u>Description</u>
<b>CSRKW001AA</b>	<b>Shifter Cable Kit</b>

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Shifter Cable

**Parts Return**

No parts return required for this campaign.

**Special Tools**

No special tools are required to perform this service procedure.

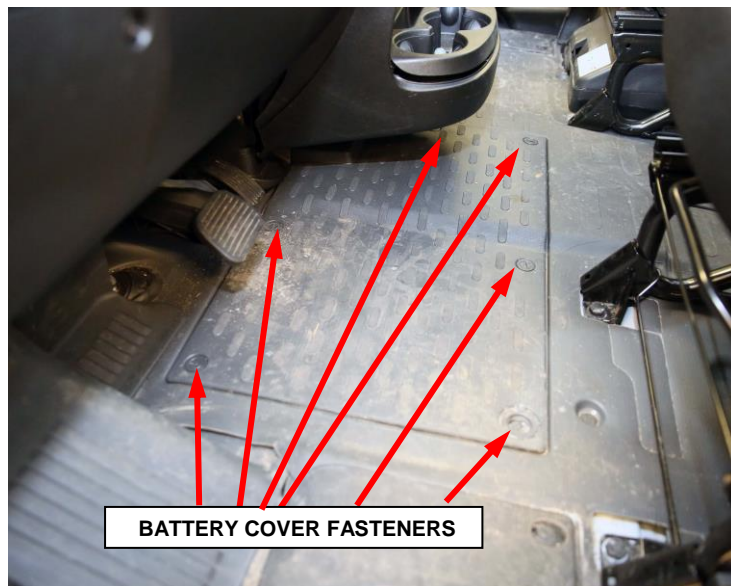
## Service Procedure

### A. Remove

**NOTE:** To enhance customer satisfaction, remember to reset the clock when you have completed the service procedure.

**NOTE:** The shift lever should be placed in Park to begin this procedure, and left in Park until the repair is completed.

1. Park the vehicle on level ground and set the parking brake.
2. Rotate the quarter-turn fasteners retaining the battery cover to the driver's floor area (Figure 1). Remove the cover.



**Figure 1 – Battery Cover**

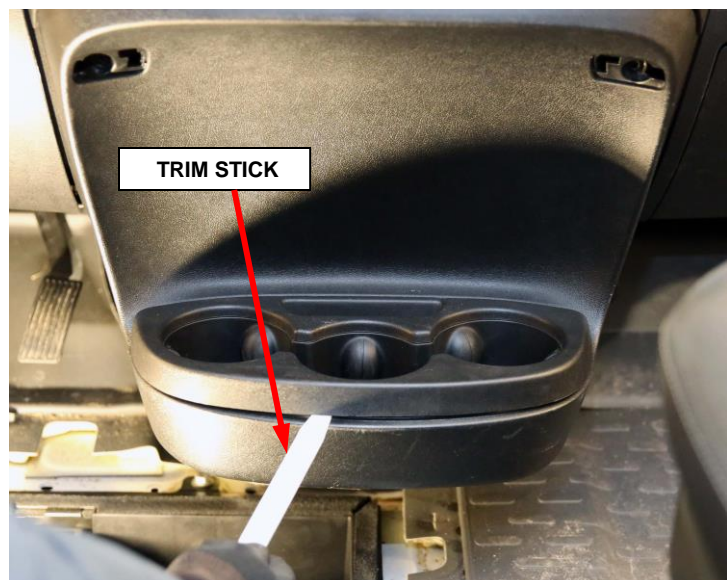
**Service Procedure [Continued]**

3. Disconnect the negative battery cable.
4. Using a trim stick, remove the trim covers and screws behind them that retain the cup holder assembly to the center instrument panel (Figure 2).



**Figure 2 – Cup Holder Assembly Fasteners**

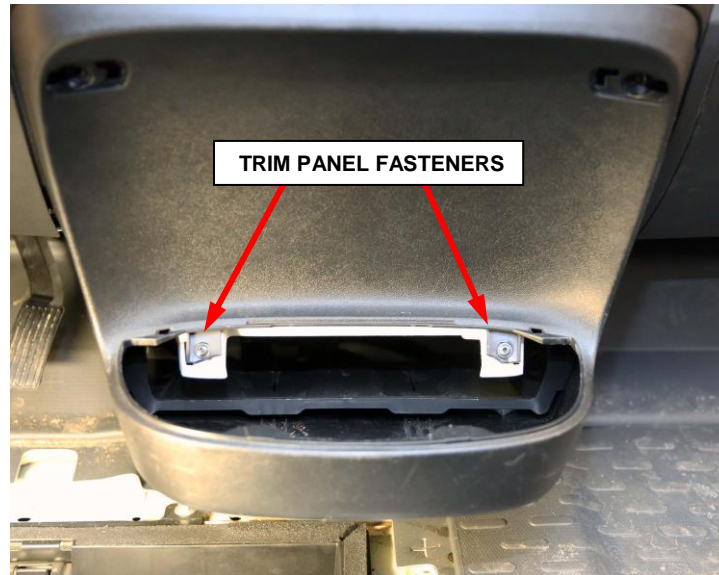
5. Using a trim stick, remove the cup holder assembly (Figure 3).



**Figure 3 – Cup Holder Assembly**

**Service Procedure [Continued]**

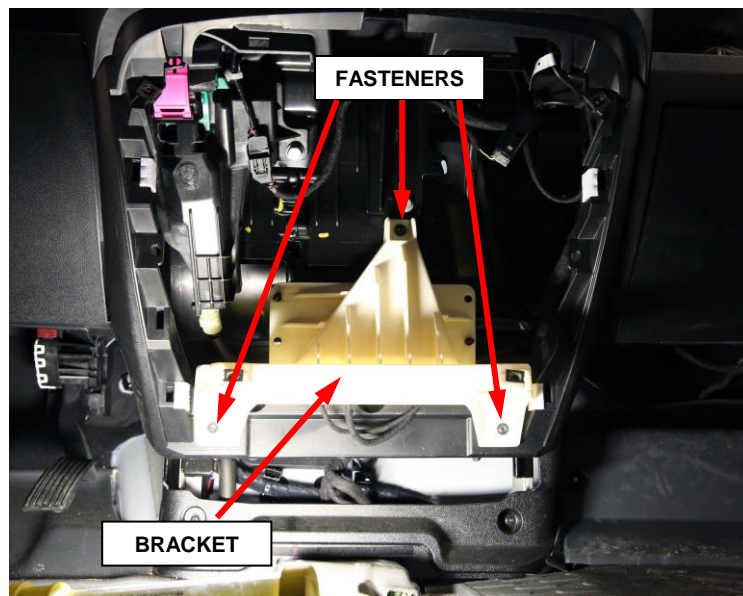
6. Remove the cup holder trim panel fasteners (Figure 4).



**Figure 4 – Cup Holder Trim Panel Fasteners**

7. Remove the cup holder trim panel.

8. Remove the cup holder mounting bracket fasteners and mounting bracket (Figure 5).



**Figure 5 – Cup Holder Mounting Bracket**

**Service Procedure [Continued]**

9. Disconnect the shifter cable from the shifter (Figure 6).



**Figure 6 – Disconnect Shifter Cable from Shifter**

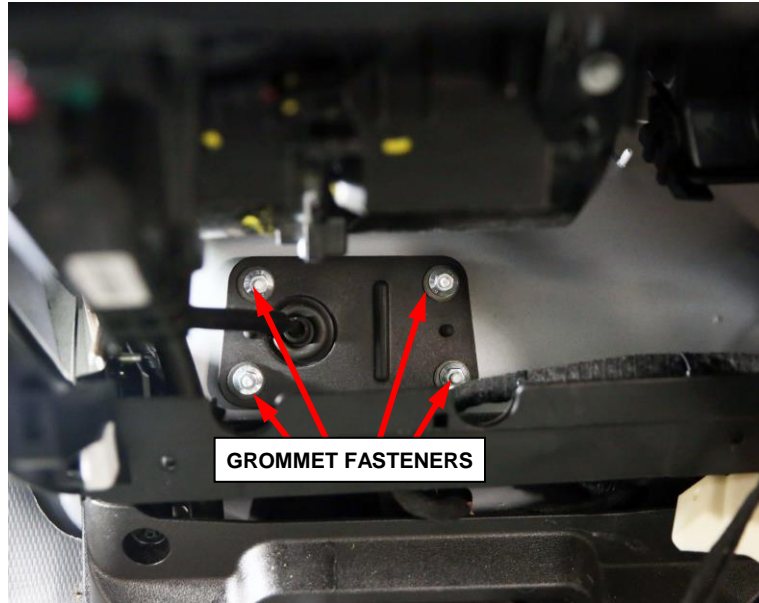
10. Separate the shifter cable assembly from the shifter housing by pressing on the release lever while sliding the cable assembly away from housing (Figure 7).



**Figure 7 – Remove Shifter Cable Assembly from Shifter**

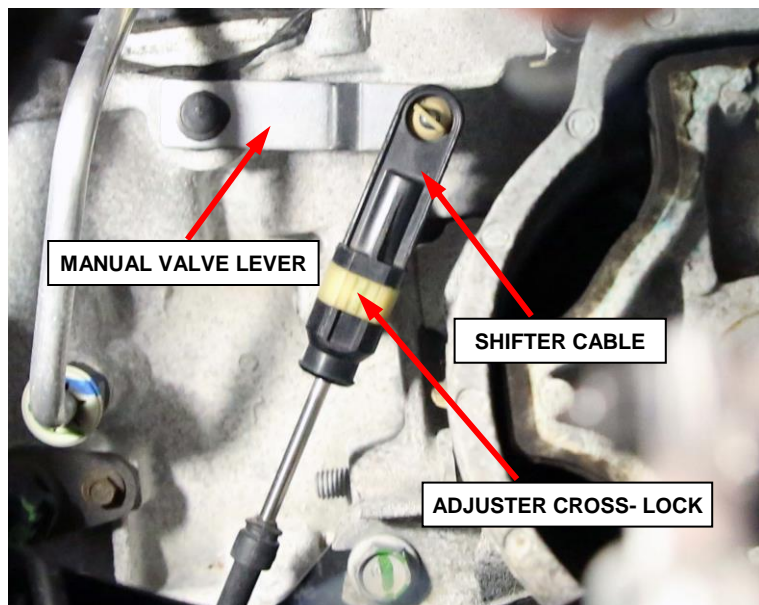
**Service Procedure [Continued]**

11. From inside the vehicle, remove the four fasteners retaining the grommet to the bulkhead (Figure 8).



**Figure 8 – Grommet Fasteners**

12. Disconnect the shifter cable from the transaxle manual valve lever (Figure 9).



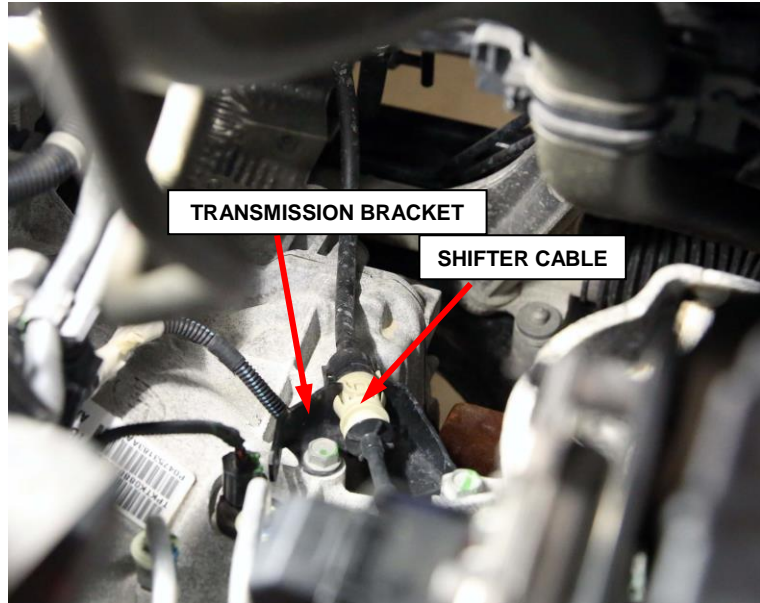
**Figure 9 – Shifter Cable and Manual Valve Lever**

**NOTE:** Observe the location of the transaxle manual valve lever. Ensure that the lever does not move during this procedure.



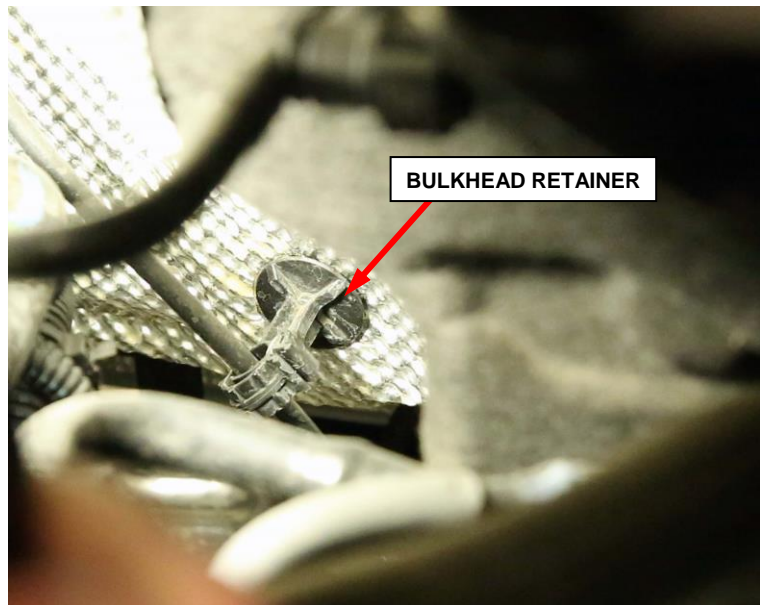
**Service Procedure [Continued]**

13. Release the shifter cable from the bracket at the transmission (Figure 10).



**Figure 10 – Shifter Cable and Transmission Bracket**

14. Open the retainer at the bulkhead and remove the shifter cable (Figure 11).



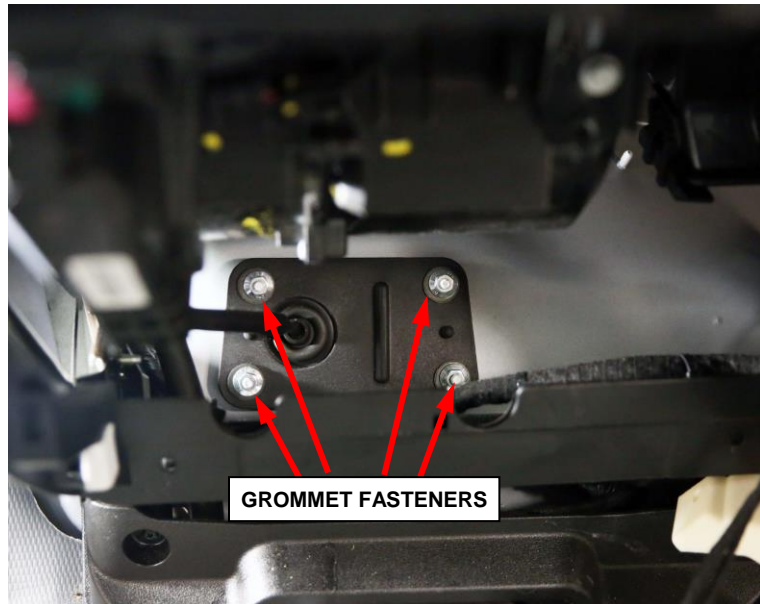
**Figure 11 – Shifter Cable and Bulkhead Retainer**

15. Pull the shifter cable through the bulkhead into the passenger compartment.

**Service Procedure [Continued]****B. Install**

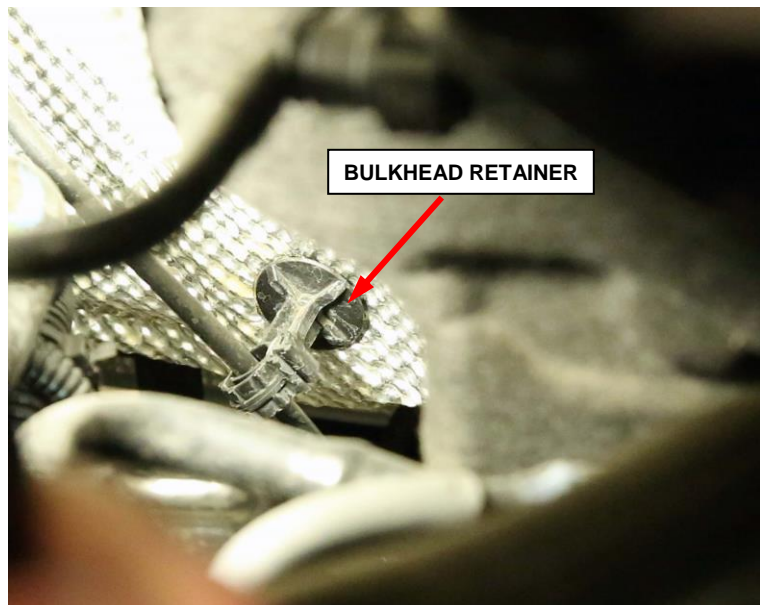
**CAUTION:** Handle the new cable carefully. Avoid sharply bending the cable. Avoid pulling or pushing excessively on the cable, particularly at the ends. Damaging or sharply bending the cable can cause premature cable failure.

1. Carefully install the new shifter cable through the bulkhead from the passenger compartment.
2. Seat the grommet onto the bulkhead. Install the four fasteners. Tighten the nuts to 6 N·m (53 in. lbs.) (Figure 12).



**Figure 12 – Grommet Fasteners**

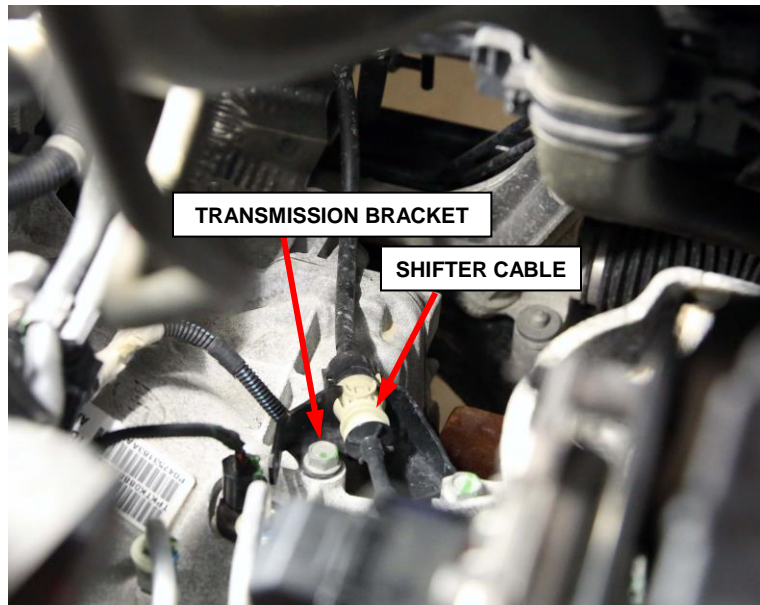
3. Install the shifter cable to the retainer at the bulkhead and secure the retainer (Figure 13).



**Figure 13 – Shifter Cable and Bulkhead Retainer**

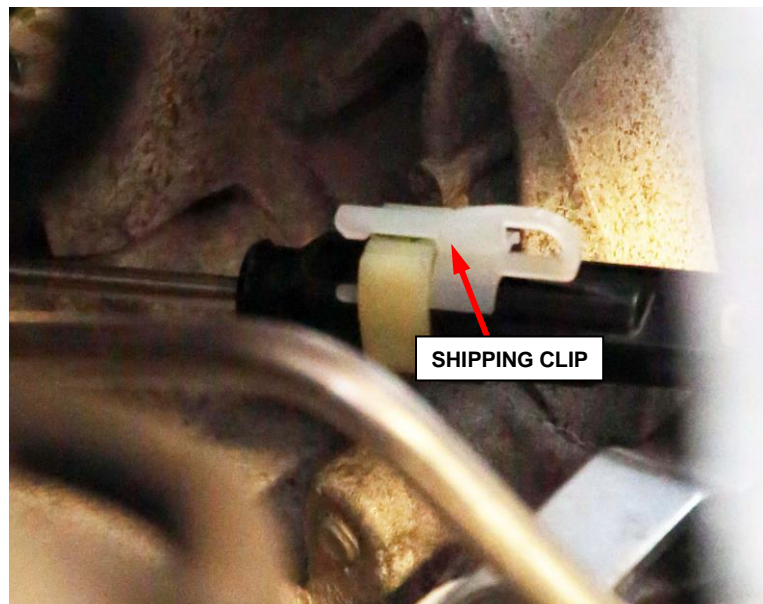
**Service Procedure [Continued]**

4. Connect the shifter cable to the bracket at the transmission (Figure 14).



**Figure 14 – Shifter Cable and Transmission Bracket**

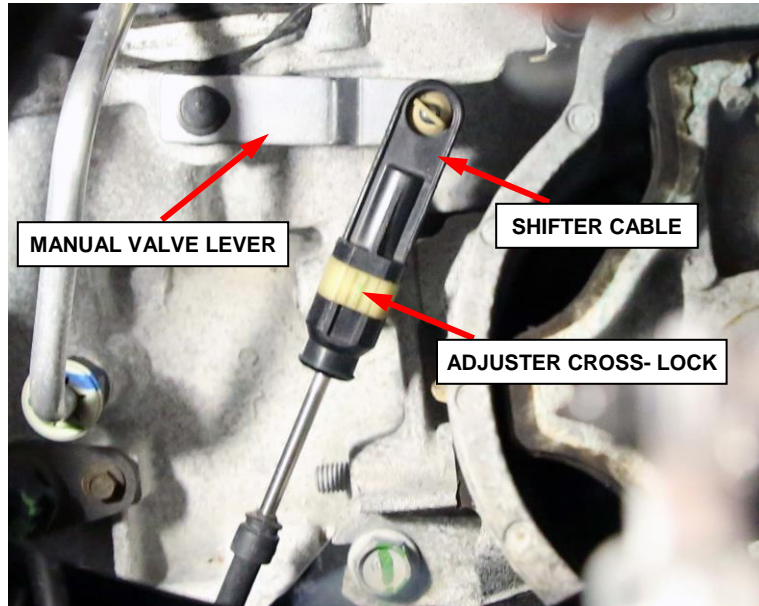
5. Remove the shipping clip from the new cable (Figure 15).



**Figure 15 – Shifter Cable Shipping Clip**

**Service Procedure [Continued]**

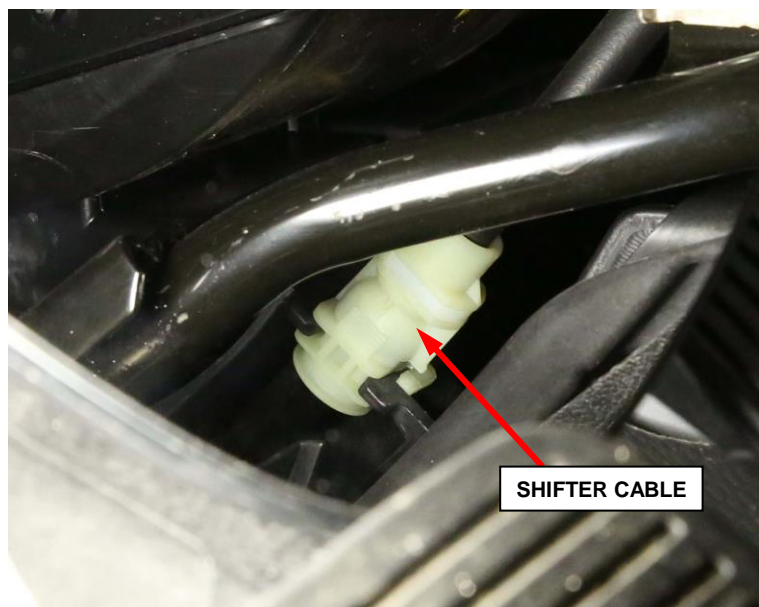
6. Connect the shifter cable from the transaxle manual valve lever and lock the adjuster (Figure 16).



**Figure 16 – Shifter Cable and Manual Valve Lever**

**NOTE:** Observe the location of the transaxle manual valve lever. Ensure that the lever does not move during this procedure.

7. From inside the vehicle, attach the shifter cable assembly to the shifter housing. An audible “click” should be heard when the locking tab engages the housing (Figure 17).

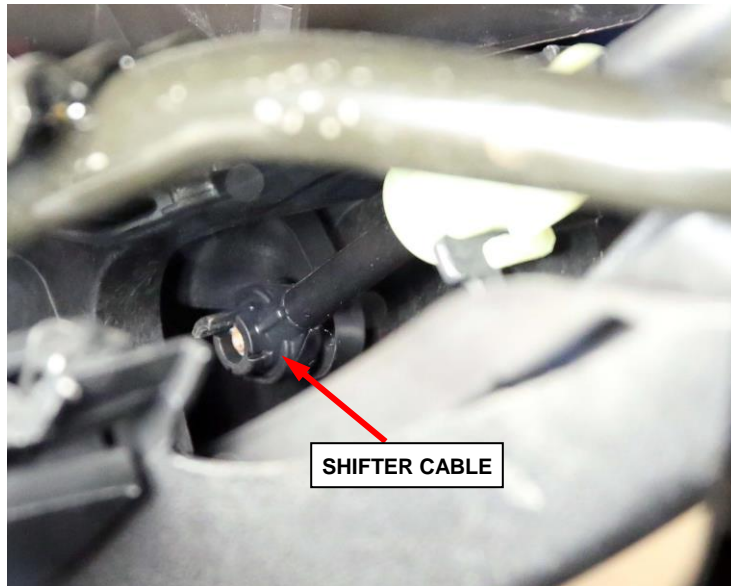


**Figure 17 – Install Shifter Cable Assembly to Shifter Housing**

**Service Procedure [Continued]**

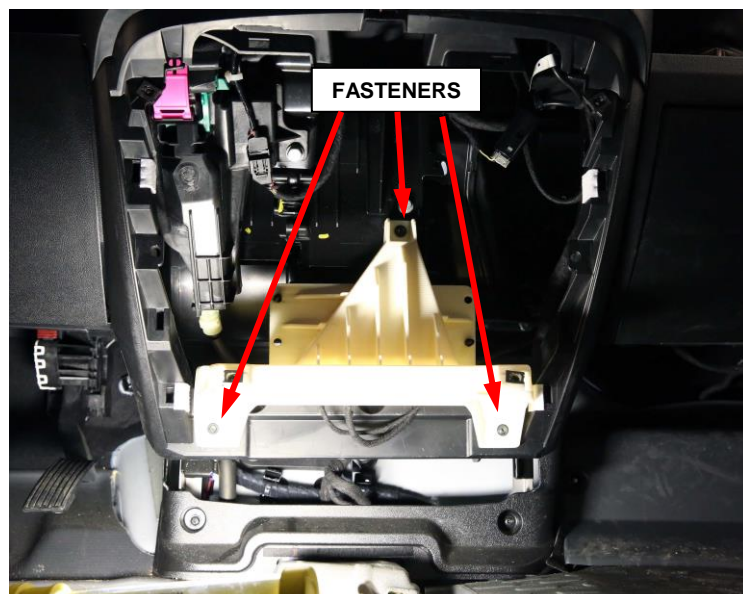
**NOTE: Double check the connection in Install Step 7. Sometimes the cable does not embed correctly into the bracket. An audible click should be heard when the cable locks into the bracket.**

8. Install the shifter cable to the shifter. Make sure the lock tab on the shifter cable is fully seated (Figure 18).



**Figure 18 – Connect Shifter Cable to Shifter**

9. Install the cup holder mounting bracket fasteners (Figure 19).

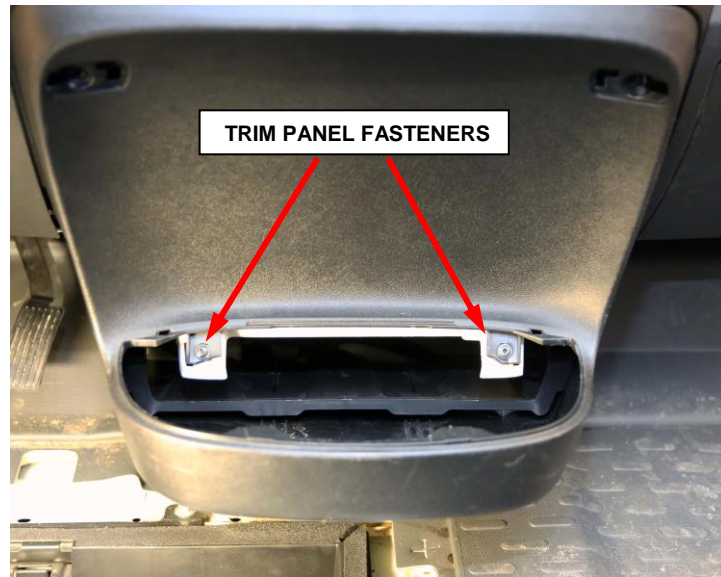


**Figure 19 – Cup Holder Mounting Bracket**

**Service Procedure [Continued]**

10. Install the cup holder trim panel.

11. Install the cup holder trim panel fasteners (Figure 20).



**Figure 20 – Cup Holder Trim Panel Fasteners**

12. Install the cup holder (Figure 21).



**Figure 21 – Cup Holder**

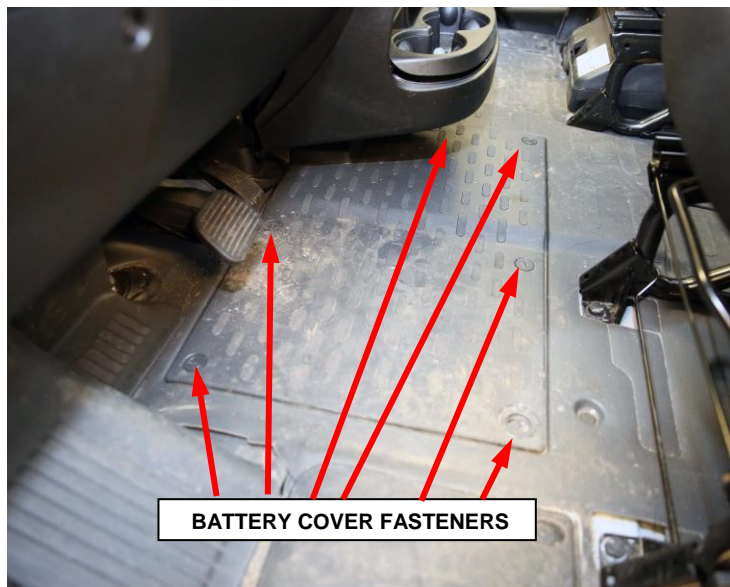
**Service Procedure [Continued]**

13. Install the screws and trim covers that retain the cup holder assembly to the center instrument panel (Figure 22).



**Figure 22 – Cup Holder Assembly**

14. Connect the negative cable at the battery.
15. Install the battery cover. Rotate the quarter-turn fasteners retaining the battery cover to the driver's floor area (Figure 23).



**Figure 23 – Battery Cover**

**Service Procedure [Continued]**

**NOTE: Perform the shifter cable adjustment procedure and verification below to ensure the shifter cable is properly adjusted.**

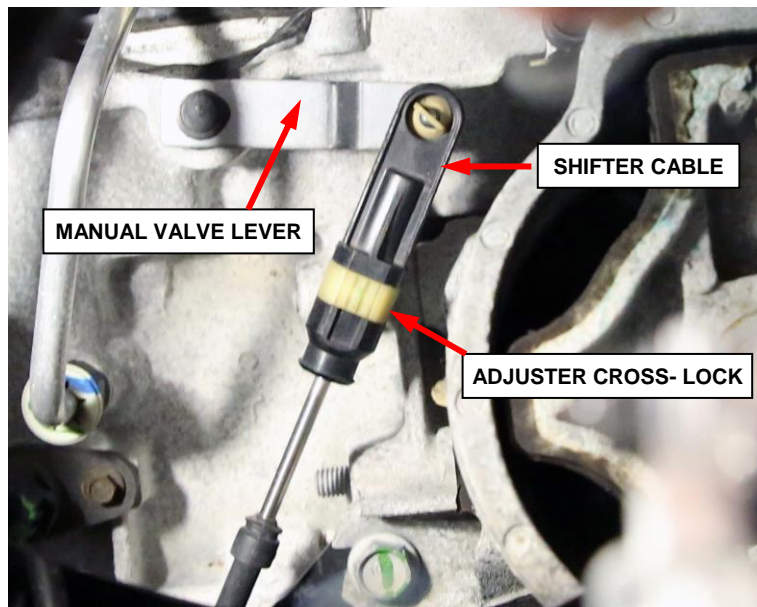
**Adjustment and Verification**

16. Park the vehicle on level ground and set the parking brake.
17. Place the gearshift lever in gated park (P) and remove the ignition key.

18. Release the cable adjustment cross-lock on the shifter cable by pulling up on the cross-lock (Figure 24).

19. Pull the manual valve lever fully forward to the park detent position.

20. Release the parking brake, then rock the vehicle to assure it is in park. Reset the parking brake.



**Figure 24 – Shifter Cable and Manual Valve Lever**

21. Lock the cable adjustment by pushing the cross-lock down. The cable should now be properly adjusted.
22. Verify the adjustment by using the verification procedure in the following steps.
23. Confirm that the gearshift lever is in the gated park (P) position.
24. Attempt to move the vehicle by rocking it back and forth on level ground. If the vehicle does not move, attempt to start the engine. If the engine starts, the park position is correct.
25. Set the parking brake.



**Service Procedure [Continued]**

26. Turn the key to the on/run position and depress brake pedal. Place the gearshift lever in neutral (N).
27. Attempt to start the engine. If the engine starts in both neutral (N) and park (P), the shifter cable is adjusted properly. No adjustment is required.
28. If the engine does not start in either the park (P) or neutral (N), perform the adjustment procedure.
29. Release the parking brake. 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 numbers and time allowances:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Replace Shifter Cable	21-W0-01-82	0.5 hours
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

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 01/30/2020 and the remedy was made available on 05/19/2020, therefore, the number of days cannot exceed 111 days.

Vehicle	Average Daily Allowance
2014-2019 (VF) Ram ProMaster	

**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

W00/NHTSA 20V-036

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**  
Call your authorized BusinessLink dealer.
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](https://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 W00.

# IMPORTANT SAFETY RECALL

## Shifter Cable

Dear [Name],

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

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain [2014-2019 RAM ProMaster] 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 transmission shifter cable on your vehicle <sup>[1]</sup> could separate, disconnecting the transmission shifter from the transmission, which could result in the inability of the driver to shift the transmission potentially resulting in the gear shift lever position not matching the transmission gear.

If the transmission shifter becomes disconnected from the transmission, the vehicle may not perform the shifts intended by the driver (including a shift to PARK), although the actual transmission gear position will be displayed on the instrument cluster. In addition, the "Vehicle Not in PARK" and the "Door Ajar" messages will display on the instrument cluster and audible chimes will sound if the driver's door is opened while the transmission is not in PARK. **If these warnings are not heeded, unintended vehicle movement may occur which can cause a vehicle crash without prior warning and/or injury to others outside the vehicle.**

There will not be any prior warning of the transmission shifter cable disconnection from the transmission. However, after the cable detachment and prior to a driver attempting to exit a vehicle, the driver may notice significantly reduced effort required to move the shift lever, the gear position indicators in the vehicle will all show the actual gear of the transmission regardless of the shift lever position, and the door ajar warning will also function which alerts the driver via instrument cluster messages and audible chime if the driver's door is opened while the transmission is not in PARK.

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

FCA US will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your BusinessLink dealer will replace the shift cable. The estimated repair time is one hour. In addition, your BusinessLink 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 BusinessLink dealership.

**TO SCHEDULE YOUR FREE REPAIR,  
CALL YOUR BUSINESSLINK 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](https://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.