



March 2021

Dealer Service Instructions for:

Safety Recall Y11 / NHTSA 21V-147

Antilock Brake System Module

Remedy Available

2020-2021 (VM) Ram ProMaster City

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 Antilock Brake System (ABS) module on about 4 of the above vehicles may have a damaged damper membrane within the ABS module. This may result in the loss of autonomous braking functionalities and a reduction in the braking performance which can cause a vehicle crash without prior warning.

Repair

Replace the ABS module.

Service Procedure

A. ABS Module Removal

1. Position the vehicle on an appropriate lift.
2. Open the hood.
3. Disconnect and isolate the remote terminal connection from the negative post. Press the release tab and lift the connector (1) off of the post (Figure 1).
4. Loosen the nut (1a) and remove the Intelligent Battery Sensor (IBS) (1b) from the battery (Figure 2).

NOTE: After removing and refitting the battery monitoring sensor it is necessary to check that the battery charge is not less than 80%. Otherwise, recharge the battery so that it is more than 80% charged. If the battery is being replaced, check that the replacement part is a Heavy Duty version approved for Start&Stop.

5. Remove the positive battery terminal cover, releasing the retainers (Figure 3).
6. Loosen the nut (1a) and disconnect the battery positive terminal (1b) (Figure 3).

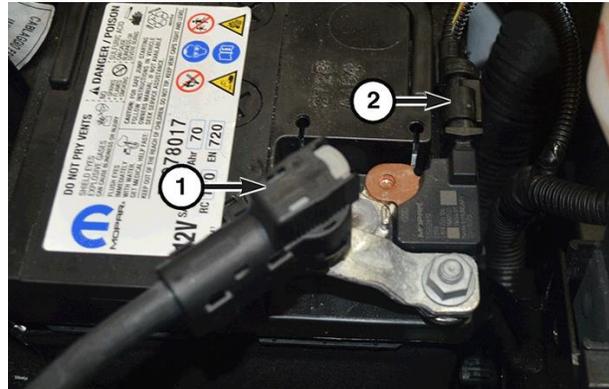


Figure 1 – IBS and Remote Terminal

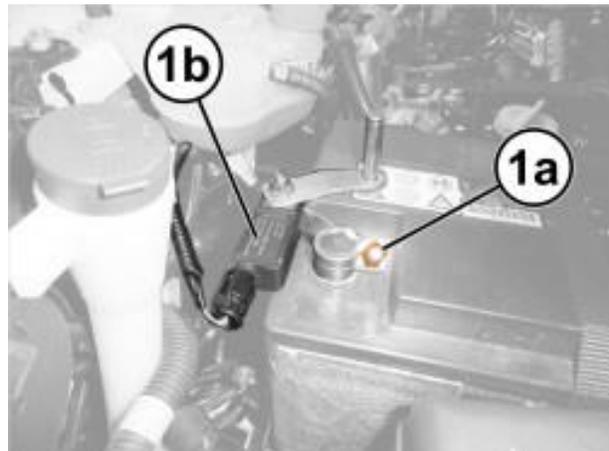


Figure 2 – Battery Negative Terminal

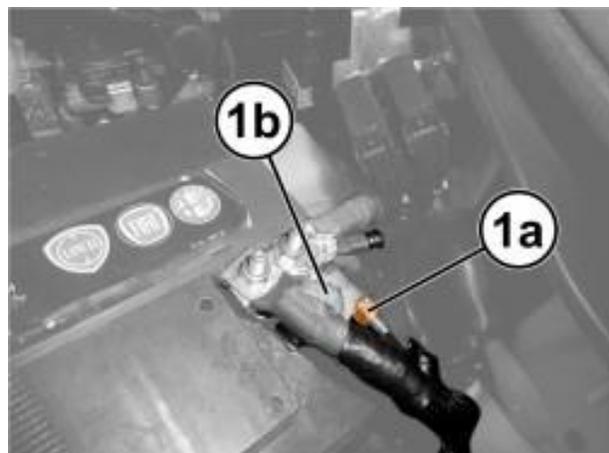


Figure 3 – Battery Positive Terminal

Service Procedure [Continued]

7. Remove the nut (1a) then move the bracket and battery retaining belt (1b) (Figure 4).



Figure 4 – Battery Retaining Belt

8. Remove the battery complete with protection.

9. Remove the battery holder bracket (1) from the battery tray (Figure 5).

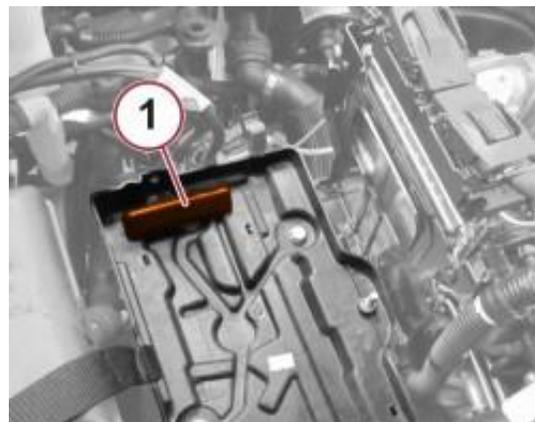


Figure 5 – Battery Holder Bracket

10. Release the engine wiring (1) from the retaining clips on the battery tray (Figure 6).

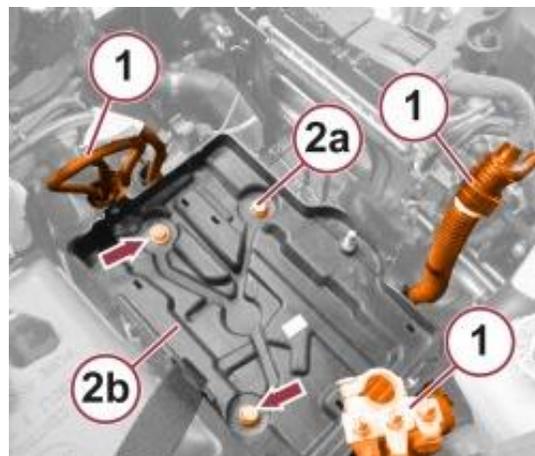


Figure 6 – Battery Tray

11. Remove the screws (2a) then remove the battery tray (2b) (Figure 6).

Service Procedure [Continued]

12. Left front wheel, remove the wheel studs then remove the wheel.

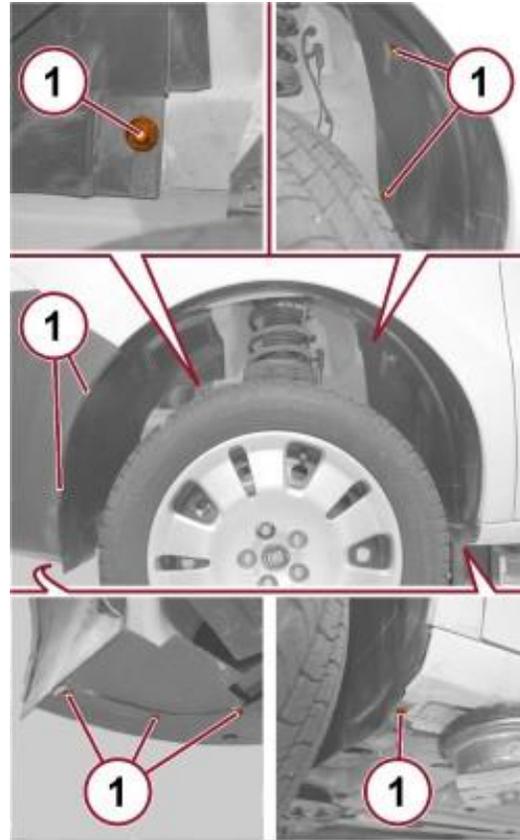


Figure 7 – Wheelhouse Liner

13. Remove the screws and nuts (1) then remove the wheelhouse liner (Figure 7).

14. Remove the brake-clutch fluid tank cap and install the special tool 2000001400 Plug Reservoir Cap (1) (Figure 8).

NOTE: To prevent impurities from entering the brake-clutch fluid reservoir, before undoing the cap clean it and the entire upper surface of the reservoir next to the filler thoroughly.



Figure 8 – Reservoir Cap

Service Procedure [Continued]

15. Release the wiring (1) of the fuse box from the windscreen washer liquid filler pipe retainer (Figure 9).

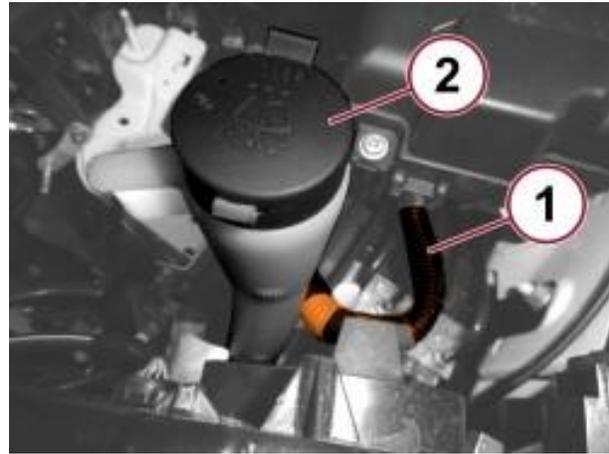
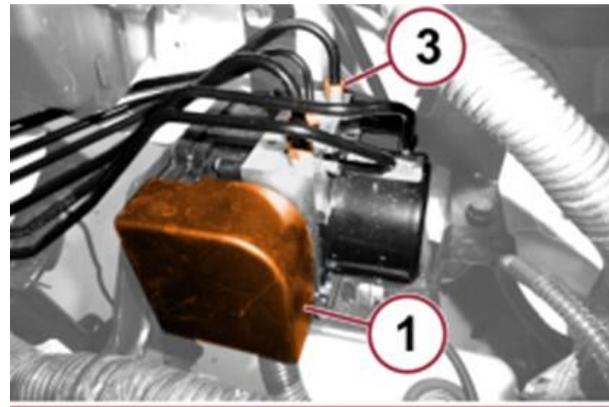


Figure 9 – Wiring Retainer

16. Extract and remove the windscreen washer fluid filler pipe from its housing on the tank.

17. Remove the protection cover (1) for the electrical connection of the control unit (Figure 10).



18. Disconnect the electrical connection (2) from the ABS control unit (Figure 10).



Figure 10 – ABS Electrical Connectors

19. Remove the brake fluid pipe connectors (3) from the ABS control unit (Figure 10).

Service Procedure [Continued]

20. Remove the nut (1a) and the screws (1b) then remove the complete ABS control unit support bracket (Figure 11).

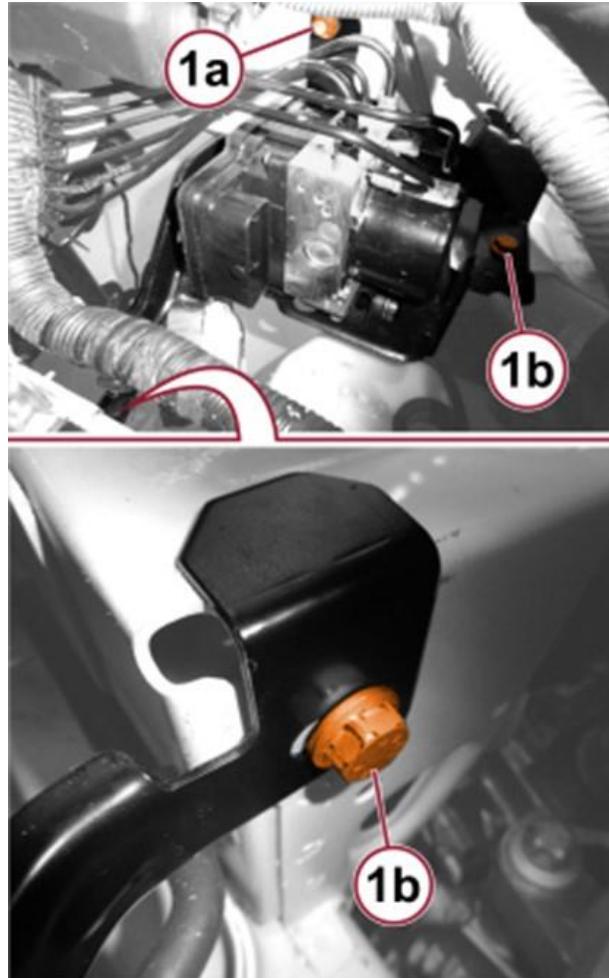


Figure 11 – Wheelhouse Liner

21. Disconnect the windscreen washer pipe (1a) and free it from the retaining clips (1b) (Figure 12).

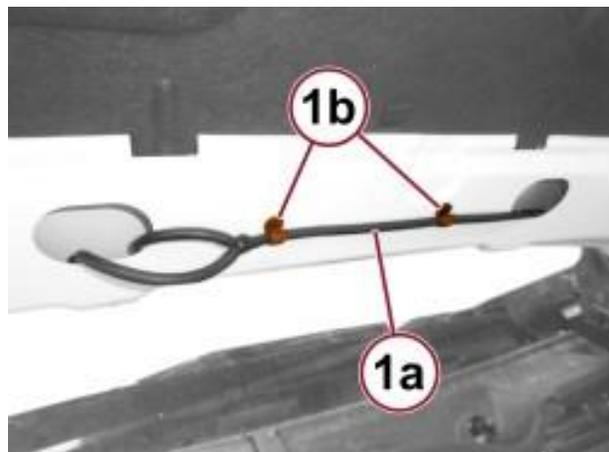
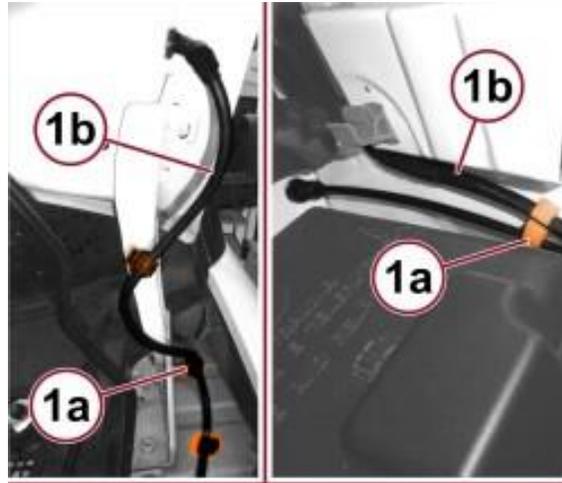


Figure 12 – Reservoir Cap

Service Procedure [Continued]

22. Open the retaining bands (1a) and release the front windscreen washer pipe (1b) (Figure 13).



23. Remove the bracket / ABS control unit assembly (2) from the left side wheel arch (Figure 13).

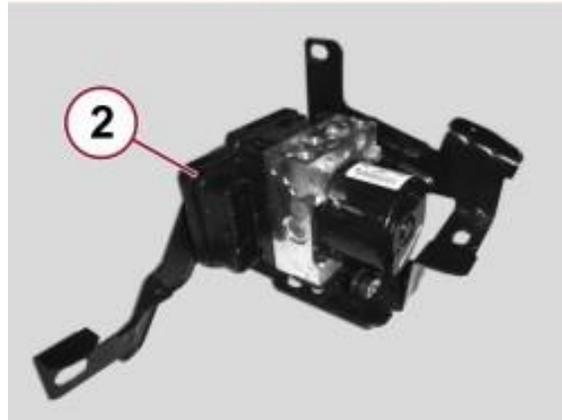


Figure 13 – ABS Bracket Assembly

24. Off-vehicle, remove the screws (1a) then separate the control unit (1c) from the bracket (1b) (Figure 14).

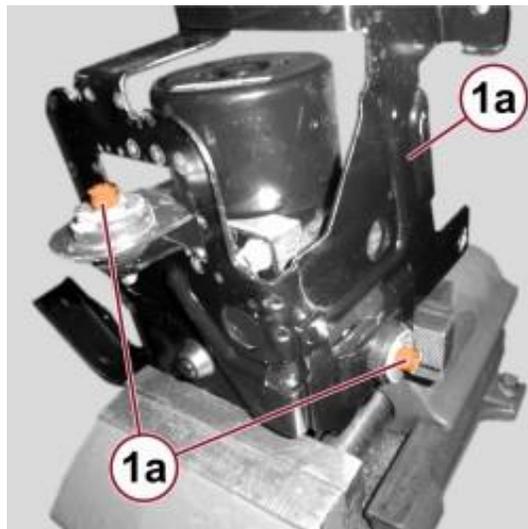


Figure 14 – ABS Control Unit

Service Procedure [Continued]**B. ABS Module Installation**

1. Off-vehicle, fit the support bracket (1b) on the ABS control unit (1c) and tighten the screws (1a) (Figure 14).

2. Place the complete ABS control unit support in position and tighten the nut (1a) and screws (1b) to 27 N·m (20 ft. lbs.) (Figure 15).

3. Install the brake fluid pipe connectors (3) to the ABS control unit then tighten to 18 N·m (13 ft. lbs.) (Figure 10).

4. Connect the electrical connection (2) to the ABS control unit (Figure 10).

5. Position the front windscreen washer pipe and close the retaining clips (Figures 12 and 13).

6. Connect the windscreen washer pipe to the connector at the ends of the screen washer jet pipes.

7. Place the windscreen washer filler pipe in position and fix it to the tank.

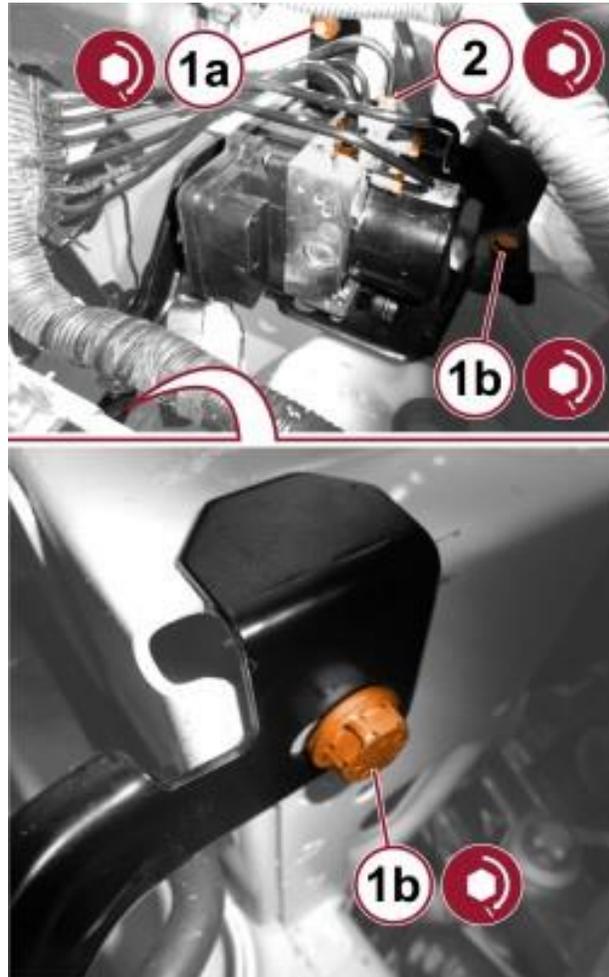


Figure 15 – ABS Bracket Assembly

Service Procedure [Continued]

8. Attach the fuse box wiring (1) to the windscreen washer liquid filler pipe retainer (Figure 9).
9. Fit the supplementary wheel arch in its housing and tighten the fixing screws and nuts (1) (Figure 7).
10. Put the left front wheel in position and install the wheel studs. Tighten the wheel studs to the prescribed torque:
 - Steel wheels 86 N·m (63 ft. lbs.).
 - Alloy wheels 120 N·m (89 ft. lbs.).
11. Position the battery tray (2b) and install the screws (2a) then tighten the screws to 15.5 N·m (11.5 ft. lbs.) (Figure 6).
12. Secure the battery electrical wiring (1) and close the retaining bands (Figure 6).
13. Install the battery retaining bracket to the battery tray and engage the retainers (Figure 5).
14. Position the battery with protection to the battery tray.
15. Position the bracket with retaining belt (1b) on the battery and tighten the nut (1a) to 14 N·m (10 ft. lbs.) (Figure 4).
16. Connect the positive battery terminal and tighten the nut (1a) to 16.5 N·m (12 ft. lbs.) (Figure 3).
17. Install the Intelligent Battery Sensor (IBS) to the battery and tighten the fixing nut to 16.5 N·m (12 ft. lbs.) (Figure 2).
18. Connect the remote terminal connection to the negative post (Figure 1).
19. Position the protection for the positive battery terminal and engage the retainers.

Service Procedure [Continued]

20. Remove special tool 2000001400 Plug Reservoir Cap (1) from the brake/clutch fluid reservoir and bleed the brake system (Figure 8).

WARNING: Air in the hydraulic circuit acts as a pad, absorbing a large amount of the pressure applied by the master cylinder and reducing the efficiency of the braking.

21. Inspect and fill if necessary the brake-clutch fluid reservoir with DOT 4 brake & clutch fluid so that the level is between the MIN and MAX marks.

NOTE: Use MOPAR Brake & Clutch Fluid DOT 4.

22. Connect suitable brake bleeding equipment (1) to the brake-clutch fluid reservoir (Figure 16).

NOTE: To ensure that the braking system is bled fully, the service overpressure of the equipment must be adjusted to 1.0 bar.

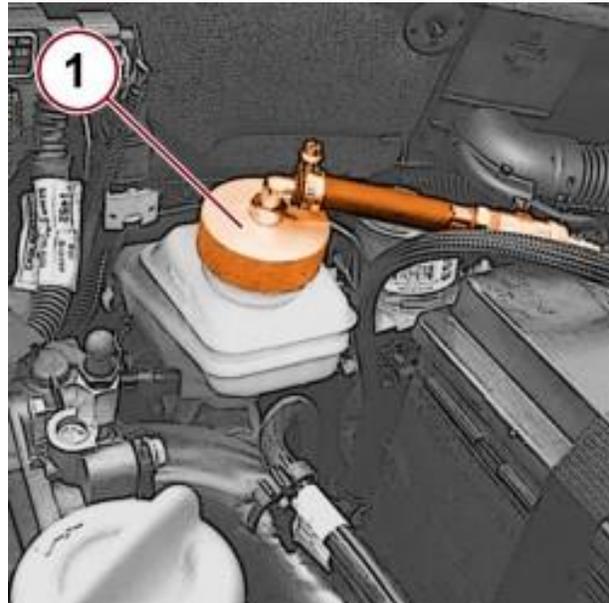


Figure 16 – ABS Bracket Assembly

Service Procedure [Continued]

23. Remove the protection cap (1), connect the recovery device and open the bleed valve on the brake calipers.
24. Open the tap on the bleed device slowly and wait until the air has completely come out of the hydraulic system.
25. Close the bleed valve on the brake caliper and tighten to 10 N·m (89 in. lbs.) (Figure 17).

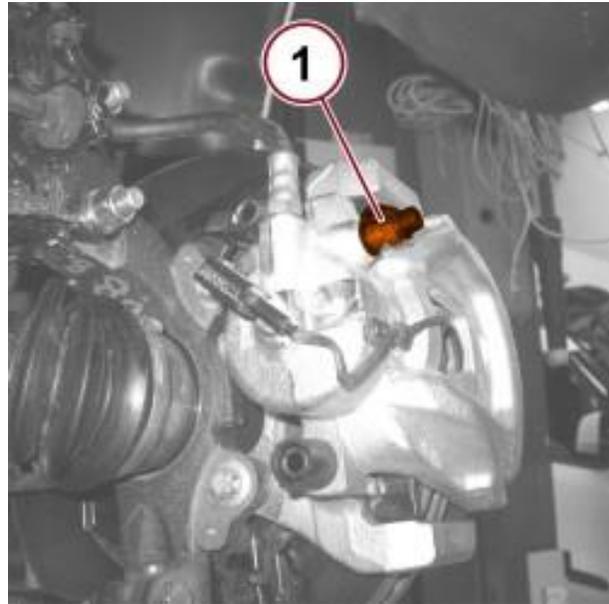


Figure 17 – ABS Bracket Assembly

26. Repeat the operations described above for the remaining brake calipers.

NOTE: The brake fluid collected must not be reused.

NOTE: If the system is not fully operational after having carried out the bleeding operation, repeat the entire procedure after waiting a few hours for the brake fluid to settle down in the system.

27. Remove the vehicle from the lift.
28. Perform some braking tests to confirm a firm brake pedal.

Service Procedure [Continued]

29. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Set the battery charger timer (if so equipped) to continuous charge.

NOTE: Use an accurate stand-alone voltmeter. The battery charger volt meter may not be sufficiently accurate. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

30. Connect the wiTECH micro pod II to the vehicle data link connector.
31. Place the ignition in the **“RUN”** position.
32. Open the wiTECH 2.0 website.
33. Enter your **“User id”** and **“Password”** and your **“Dealer Code”**, then select **“Sign In”** at the bottom of the screen. Click **“Accept”**.
34. From the **“Vehicle Selection”** screen, select the appropriate vehicle.
35. From the **“Action Items”** screen, select the **“Topology”** tab.
36. From the **“Topology”** tab, select the **“ABS”** module icon.
37. **“Miscellaneous Functions”**. Carefully read and follow all the instructions and warning messages displayed during the routines, do not continue with the subsequent steps without performing all that is required at each step.
38. Click **“View DTCs”**, select **“Clear All DTCs”**, click **“Continue”** and then click **“Close”**.
39. Place the ignition in the **“OFF”** position and then remove the wiTECH micro pod II device from the vehicle.
40. Remove the battery charger from the vehicle.
41. Close the engine compartment hood and return the vehicle to the customer or inventory.

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 allowance:

	Labor Operation Number	Time Allowance
Replace ABS Module	05-Y1-11-82	2.3 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 03/16/2021 and the remedy was made available on 03/23/2021, therefore, the number of days cannot exceed 7 days.

Vehicle	Average Daily Allowance
2020-2021 (VM) Ram ProMaster City	[REDACTED]

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

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

Y11/NHTSA 21V-147

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM BusinessLink / 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 Y11.

IMPORTANT SAFETY RECALL

Antilock Brake System Module

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 [2020 and 2021 Model Year (VM) Ram ProMaster City] 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 Antilock Brake System (ABS) module on your vehicle ^[1] may have a damaged damper membrane within the ABS module. **This may result in the loss of autonomous braking functionalities and a reduction in the braking performance which can cause a vehicle crash without prior 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 the ABS module. The estimated repair time is three hours. 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.