

# SAFETY RECALL

NORTH AMERICA

## Flashers and Turn Signals



Reference: 21B / NHTSA 24V-197

FCA US LLC



**RAM**

Remedy available for  
2021-2022 (VF) RAM ProMaster

Template Version 1.0

Revision	Edition	Detail
0	February 2025	Initial Version.

### SYMPTOM DESCRIPTION

Some 2021-2022 MY Ram ProMaster vans may have left taillamps/turn signal lamps that stop working due to a poor connection in a wire harness.

Federal Motor Vehicle Safety Standard ("FMVSS") 108 Table I-a requires Turn Signal Lamps to "Flash when the turn signal flasher is actuated ..." and the Taillamps "Must be activated when the headlamps are activated." Suspect vehicles may not have functioning taillamps/turn signal lamps.

### SCOPE

This recall applies only to the above vehicles.

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. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,874 per vehicle.
- Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery.
- Dealers should also perform this recall on vehicles in for service.

Involved vehicles can be determined by using the VIP inquiry process.

### REPAIR TO BE PERFORMED

Inspect the rear back-up sensor harness, and replace as needed.

### COMPLETION REPORTING / 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:

Labor Description	Number	Hrs
Inspect Rear Back-up Sensor Harness	08-21-B1-81	0.2
Inspect and Replace Rear Back-up Sensor Harness	08-21-B1-82	0.7

**NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.**

### PARTS INFORMATION

Contact Utilimaster to Order Parts, ONLY AFTER inspection has been completed.

Email: [FVSWarranty@Utilimaster.com](mailto:FVSWarranty@Utilimaster.com)

Phone: 800-237-7806

Part No.	Qty.	Part Name
23005647SK	1	KIT, SNSR ALARM REAR HARN

### PARTS RETURN

No parts return required for this campaign.

Render the recalled harness unusable and discard.

**SPECIAL TOOLS**

Number	Description
NPN	wiTECH MicroPod II / MDP
NPN	Laptop Computer
NPN	wiTECH Software

**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 / 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.

## SERVICE PROCEDURE

### A. Inspection

**NOTE: Before beginning these tests and repairs, inspect the vehicle for any obvious damage that may affect the operation of the flashers or turn signals.**

1. Remove the trim panel from the LH rear door D-pillar by removing seven screws. Set aside fasteners (Figure 1).
2. From outside of the vehicle, visually inspect that the rear sensor harness routed from the LH D-pillar to the rear bumper is free from damage, remains intact, and is secured.



**Figure 1 – D-pillar Trim Panel**

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3. With the ignition “ON”, visually inspect the LH and RH turn signal lamps for functionality, using the turn signal lever and hazard switch.
  - If either turn signal lamp does NOT work, proceed with Step 4.
  - If both turn signal lamps work, activate the hazard switch, unravel the rear sensor harness from within the D-pillar.
  - Manually manipulate the rear sensor harness (at and between B and C in Figure 2) to confirm proper function remains stable.
  - If no issues are noted, no further repair is necessary. Claim the Inspect LOP.
  - If functionality does not remain stable, order a replacement harness as described in the Parts Information section. Once parts are received, proceed to B. Harness Replacement.

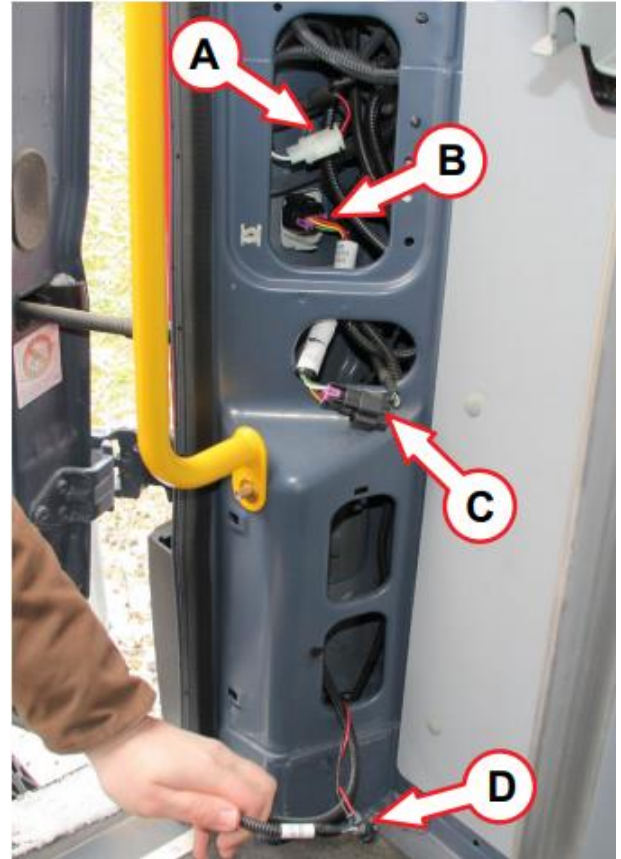


Figure 2 – D-pillar Connectors

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4. Using wiTECH, identify and record Diagnostic Trouble Codes (DTCs) for any tail-lamp/turn signal faults.
5. If related DTCs are identified, disconnect the chassis interface 8-pin connector (B) (Figure 3). Disconnect the 8-pin taillight connector (C) (Figure 2). Plug in the chassis tail light connector to the chassis interface (Figure 2).
  - If DTC codes remain, harness replacement is NOT necessary, and the fault is related to chassis lighting system. Reassemble the vehicle.
  - If no related DTCs are identified, and the taillights operate normally with rear sensor harness removed from the system, or if the harness is damaged, replace the harness.

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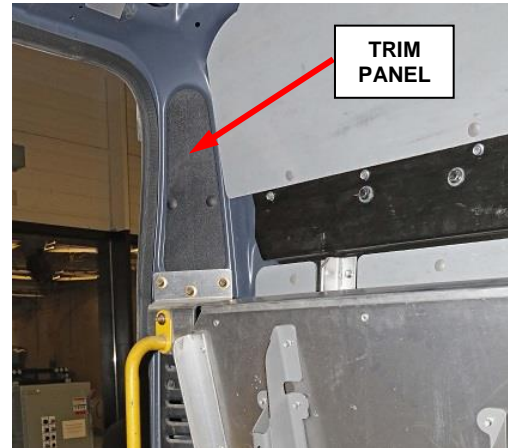
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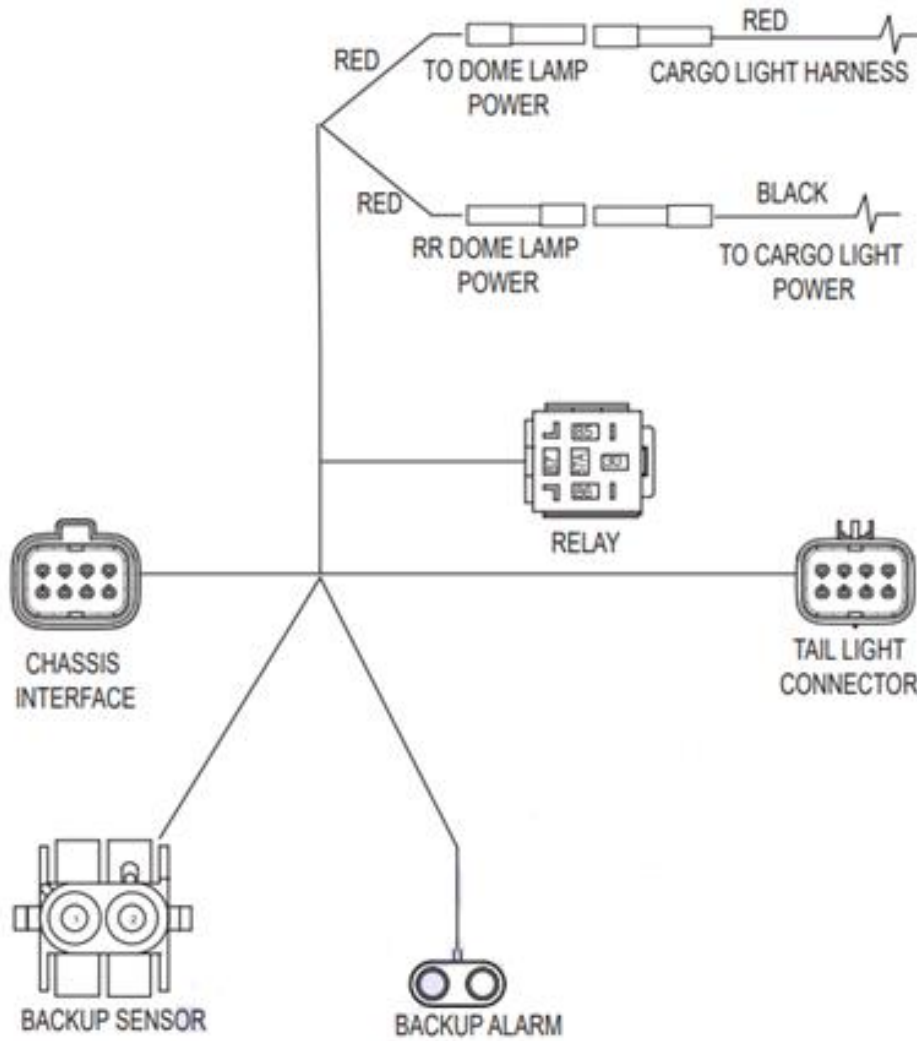
### **B. Harness Replacement**

1. Remove the upper D-pillar trim (Figure 3).
2. From the top of the LH D-pillar, disconnect the 2-pin back-up alarm connector (A). Disconnect the chassis interface 8-pin connector (B). Disconnect the 8-pin taillight connector (C). Disconnect the 2-pin back-up sensor connector (D) (Figure 2).
3. Remove the back-up sensor harness from the D-pillar and discard.



**Figure 3 – D-pillar Upper Trim Panel**

- 4. Isolate the two dome light power bullet connectors from the rest of the replacement harness. Insert the remaining harness connectors and relay block into the D-pillar (Figure 4).



**Figure 4 – Backup Harness**

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5. Remove the most rearward roof panel and one row of pushpins from the second panel, to gain access to the rear dome light (if applicable) (Figure 5).



**Figure 5 – Rear Ceiling Panels Removed**

6. Route the dome light power connectors to the LH harness channel and pull wiring through to the dome light crossmember (Figure 6).



**Figure 6 – Dome Light Power Wires Routed Up D-pillar to Dome Light**

7. Starting from the bottom of the D-pillar, connect the 2-pin back-up alarm connector. Connect the 8-pin taillight connectors to the taillight harness. Connect the 8-pin connector into the chassis interface. Connect the back-up sensor connector (Figure 7-10).



**Figure 7 – Backup Alarm Connector**



**Figure 8 – Taillight Connector**



**Figure 9 – Chassis Interface Connector**



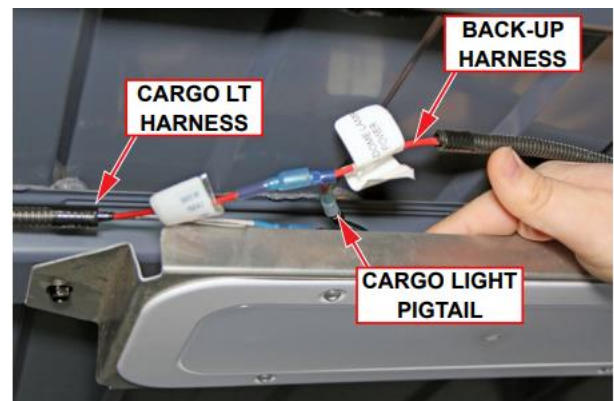
**Figure 10 – Backup Sensor**

- 8. Use a wire tie to secure the relay to D-pillar frame (Figure 11).



**Figure 11 – Relay to D-pillar**

- 9. Disconnect the Red dome light harness wire from the male Black dome lamp pigtail.
- 10. Connect the Red dome light harness wire from the back-up harness to the male Black cargo light pigtail.
- 11. Connect the Red female dome light harness wire to the Red male back-up harness wire (Figure 12).



**Figure 12 – Cargo Light Power**

- 12. Wire tie connector wires to the roof bow.
- 13. Secure the harness in D-pillar.
- 14. Secure D-pillar covers using existing screws and small fir tree fasteners.
- 15. Install the rear roof panels with the new large fir tree fasteners provided.
- 16. Adhere the decal to the upper right-hand corner of the driver's door pocket panel or sidewall next to the bulkhead wall. Do NOT cover any previously applied decals (Figure 13).



**Figure 13 – Service Decal on Driver's Door Pocket (Cargo Side)**

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

21B/NHTSA 24V-197

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, 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 21B.

# IMPORTANT SAFETY RECALL

## Flashers and Turn Signals

Dear [Name],

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

FCA US LLC, has decided that certain [2021 and 2022 Model Year (VF) Ram ProMaster] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 108 – Lamps, reflective devices, and assoc. Equipment.

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 left taillamps/turn signal lamps on your vehicle <sup>[1]</sup> may stop working due to a poor connection in a wire harness. **If the vehicle has left taillamps/turn signal lamps that are not working, it may reduce the vehicles visibility to other drivers, which can cause a crash without prior warning.**

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 108 Table I-a which requires Turn Signal Lamps to "Flash when the turn signal flasher is actuated ..." and the Taillamps "Must be activated when the headlamps are activated."

#### 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 dealer will inspect the harness and signal light functionality and replace the harness as necessary. The estimated repair time is 15 to 45 minutes. 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. Ask your dealer for alternate transportation options while your vehicle is in service. Please bring this letter with you to your 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](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.