

SAFETY RECALL

NORTH AMERICA

2nd Row Seating Regulatory Compliance



Reference: 53B / NHTSA 24V-416

FCA US LLC



RAM

Remedy available for

2021-2024 model year (VF) Ram ProMaster Crew Van

Template Version 1.0

Revision	Edition	Detail
0	August 2024	Initial Version.

SYMPTOM DESCRIPTION

About 266 of the above vehicles may have been built with an inaccurate tire placard and second-row seat configuration that did not include a side door beam. Vehicles missing a side door beam or with an inaccurate tire placard may not provide adequate protection increasing the risk of injury to the occupants of the vehicle during certain crashes.

The condition described above does not comply with FMVSS No. 571.214 S6 requires that affected vehicles meet specific strength test requirements. Suspect vehicles may not meet all applicable test requirements. FMVSS No. 571.110 S4.3 and S4.3(b) requires: "Each vehicle [...] shall show the information specified in S4.3 (a) through (g) [...] on a placard permanently affixed to the driver's side B-pillar" and "(b) Designated seated capacity (expressed in terms of total number of occupants and number of occupants for each front and rear seat location." Suspect vehicles do not accurately state the correct designated seating capacity.

SCOPE

This recall applies only to the above vehicles equipped with a 2nd row seat configuration.

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 \$27,168 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

Install a door beam and install a tire placard overlay label.

ALTERNATE TRANSPORTATION

Dealers should proactively minimize customer inconvenience while the recall repair is being performed. Reference the Goodwill Alternate Transportation Guidelines warranty bulletin link within Recall Central on DealerCONNECT for options to support the customer while their vehicle is in service.

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
Install Door Beam and Install Tire Placard Label Overlay	23-53-B1-82	1.1

Labor Description	Number	Allowance
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

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06/13/2024 and the remedy was made available on 08/01/2024, therefore, the number of days cannot exceed 49 days.

Vehicle	Average Daily Allowance
2021-2024 (VF) Ram ProMaster	██████

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

For rust inhibitor reimbursement, add a charge of \$XX.00 for "NPN" to your claim. Do NOT enter the rust inhibitor part number on the claim.

In addition, enter "MATL" in the Part Number section of your claim with the applicable Material Allowance where appropriate.

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

PARTS INFORMATION

Part No.	Qty.	Part Name
68716893AA	1	Door Beam Kit

A small amount of rust inhibitor Mopar part number 82212074AB or equivalent will be necessary for this repair.

Labels can be ordering via DealerConnect.

Part No.	Qty.	Part Name
53BUS01	1 as required	Tire Label Overlay 5 Total Occupants (2 front, 3 rear) without sales code CAA
53BUS02	1 as required	Tire Label Overlay 6 Total Occupants (3 front, 3 rear) with sales code CAA

Process Steps to Order an Overlay Label:

1. Access the "DealerCONNECT" website.
2. Select the "Marketing" link in the header of DealerCONNECT.
3. Locate the "Product Information" section heading on the Marketing page.
4. Select the "Literature and Merchandising Materials" link in the product information section.
5. Locate the "MOPAR" section heading on the Literature and Merchandising Materials page.

6. Select the "Recall Labels / Cards" link listed in the MOPAR section.
7. Select Item > Update Cart > Submit Order.

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

Number	Description
NPN	5/16" (8 mm) Drill Bit
NPN	Power Drill
NPN	Center Punch
NPN	Torque Wrench
NPN	Panel Trim Removal Tool

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

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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. Install Door Beam

1. Move front passenger seat fully forward for improved door panel access.
2. Remove the rubber seal around the window. Start at the backside of the window (Figure 1).



Figure 1 – Window Seal

3. Remove the rubber stop block using a 6mm hex Allen key wrench to unscrew the bolts. Keep bolts (Figure 2).

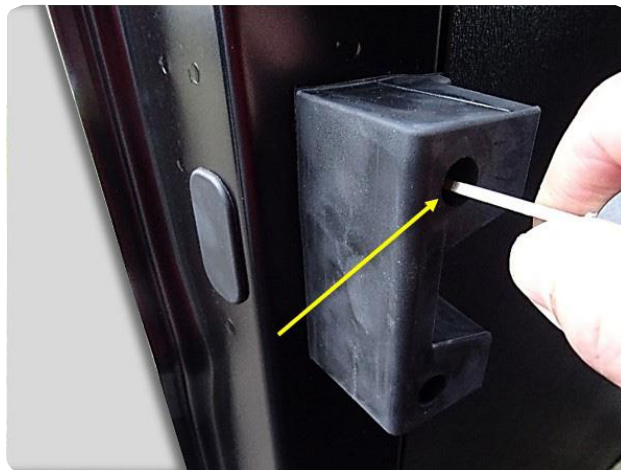


Figure 2 – Rubber Stop Block

4. Remove the door handle assembly by removing the bolts with a 5mm hex Allen key wrench. Keep bolts (Figure 3).



Figure 3 – Door Handle Assembly

5. Disconnect the cables from the door handle then set the handle aside (Figure 4).



Figure 4 – Door Handle Cables

6. Remove the eight plugs and pins by using the plastic plug remover (Figure 5).

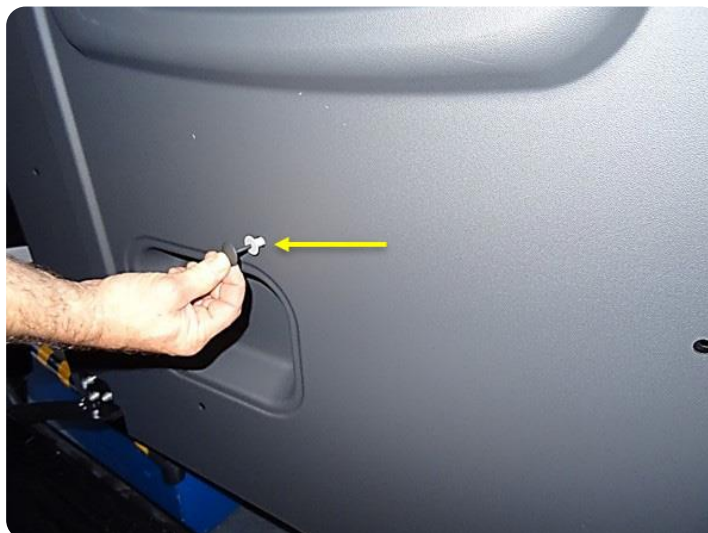


Figure 5 – Door Trim Panel Retaining Pins

7. Carefully remove the door trim panel (Figure 6).



Figure 6 – Door Trim Panel

8. If any of the Velcro strips have failed, mark the original location of the failed Velcro strip(s) (Figure 7).
9. Remove any failed Velcro strips from the door. Clean off the residue of the strips. Apply NEW Velcro strips in the same direction and location.

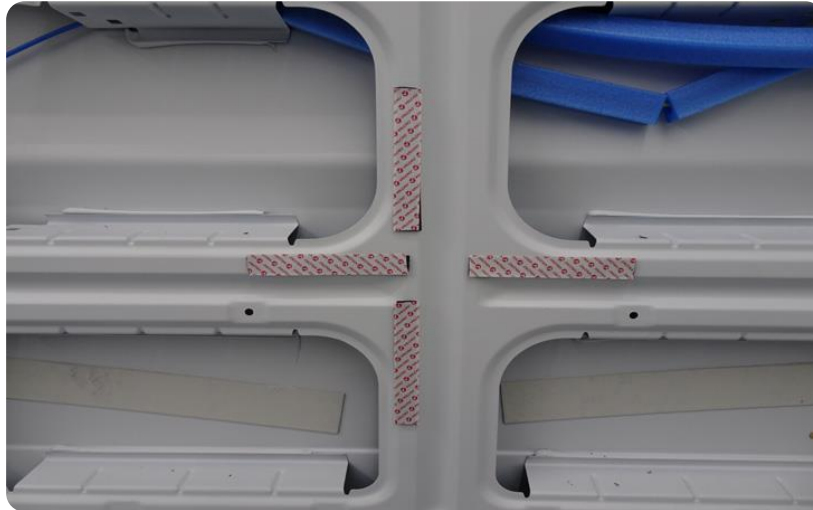


Figure 7 – Velcro Strips on Door

10. Clean off the residue from any failed Velcro strips on the door panel (Figure 8).



Figure 8 – Tape Locations

11. Clean off the residue from any VHB-tape and apply new VHB-tape on the same marked edges (Figure 9).



Figure 9 – Tape Locations

12. Clean off the residue from the six rubber rings from the door panel. Place the six rubber rings in the same six places (Figure 10).



Figure 10 – Rubber Ring Locations

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13. Place the template on the rearward surface (C-pillar side) of the sliding door matching the contour of the door and hold the template in place (Figure 11).

NOTE: Center the template around bolt holes and along door edge as accurately as possible. Tape may be used to hold the template in place while marking the holes.

14. Mark and center punch the four hole locations identified by the template (Figure 11).
15. Remove the template from the door (Figure 11).
16. Using a 5/16" (8 mm) drill bit, drill the four marked hole locations (Figure 11).

NOTE: It may be helpful to use a smaller size drill bit first to pilot drill the holes before drilling to final diameter.

17. Deburr the holes as necessary to remove any loose and sharp pieces of metal remaining from the drilling operation.
18. Using a brush, apply rust inhibitor Mopar part number 82212074AB or equivalent to all bare metal surfaces after drilling to prevent corrosion.

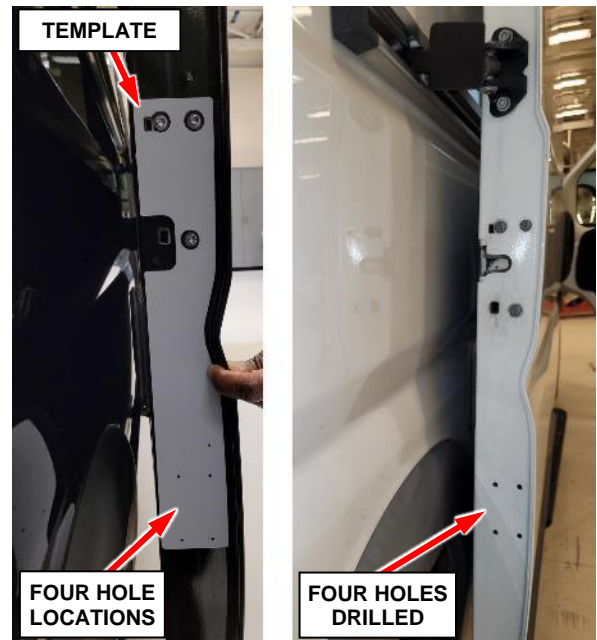


Figure 11 – Door Rearward Edge (C-Pillar Side)

NOTE: This image (Figure 12) is provided for visual reference. Both door beams are the same, either may be used for right or left side. Pay attention to component orientation during assembly within the door cavity.

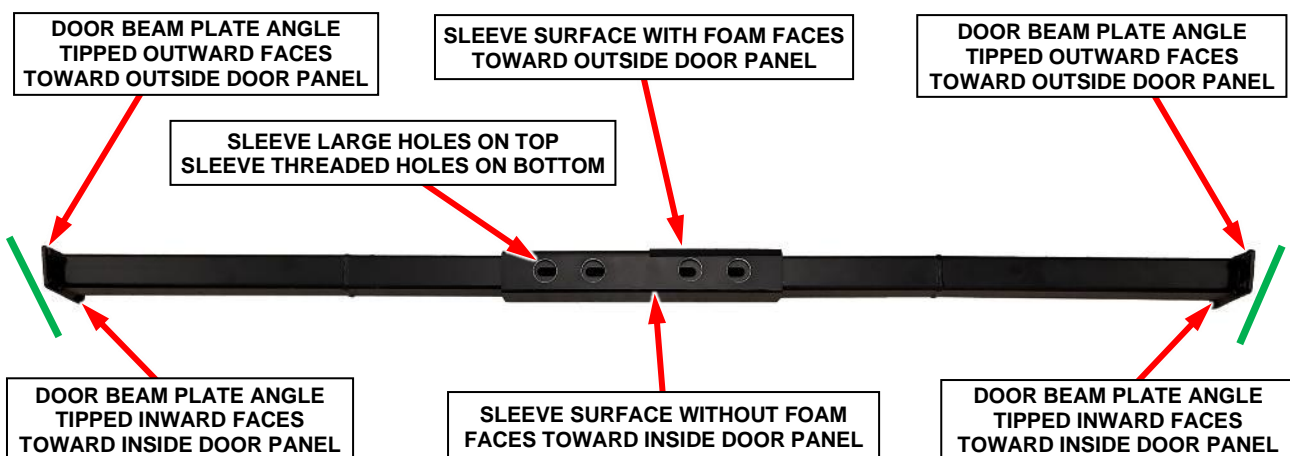


Figure 12 – Door Beam Component Orientation Within Door Cavity

19. Place foam strip on the right-hand side/rearward end of the middle sleeve. This to prevent issues with Rattle & Noise on inner door surface. Press firmly (Figures 12 and 13).
20. Select one of the door beams and slide the middle connecting sleeve over it (Figure 13).



Figure 14 – Door Beam with Sleeve

21. Unclip the cables from the door to provide additional access. Slide the door beam with connecting sleeve at an angle between the outside and inside panels of the door under surface (2) and until it clears surface (1). Then push it all the way to the left until it reaches the forward (B-Pillar) end of the door (Figure 14).

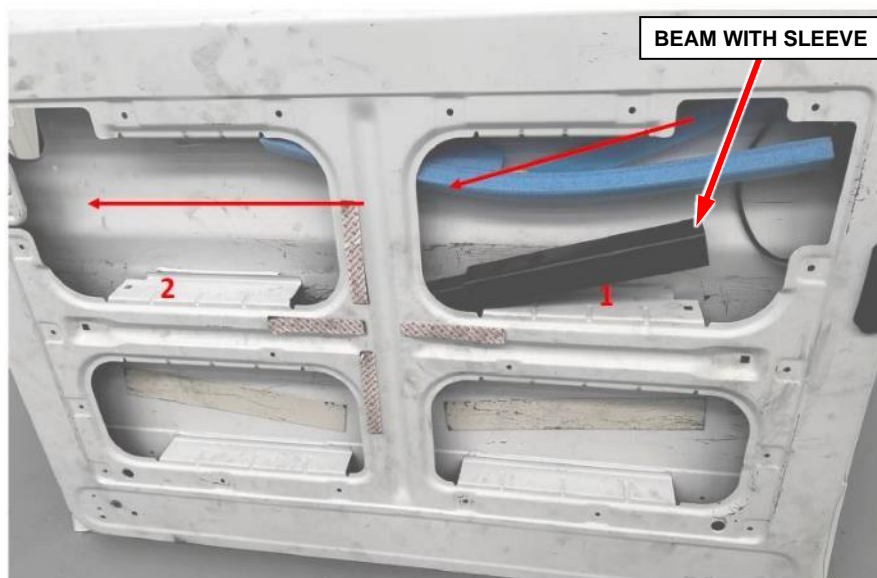


Figure 14 – Insert 1/2 of Door Beam into Left (B-Pillar) Side of The Door.

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- Slide the remaining door beam at an angle between the outside and inside panels of the door under surface (2) and until it clears surface (1). Then push it all the way to the right until it reaches the rearward (C-Pillar) end of the door (Figure 15).

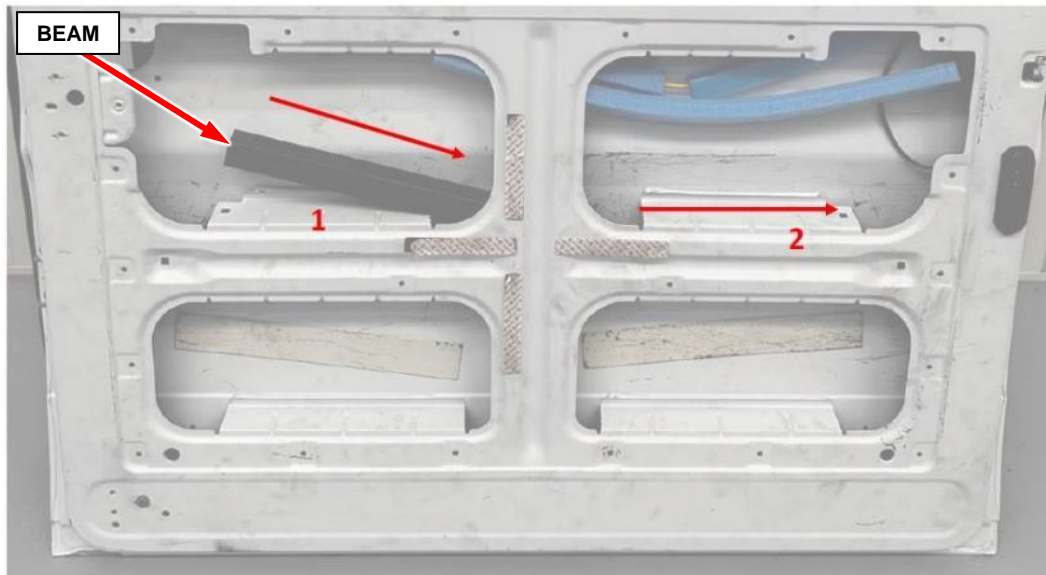


Figure 15 – Insert ½ of Door Beam into Right (C-Pillar) Side of The Door.

NOTE: An assistant by be helpful during this step.

- Align holes on the door beam plate with holes in the door. Install 4 bolts and 4 washers. Engage the bolt threads and screw them in only halfway (Figure 16).



(B-Pillar) Side

(C-Pillar) Side

Figure 16 – Door Beam Bolts

24. With both door beams partly fastened at each end as described in previous steps, then slide the sleeve over the left and right door beams so that the sleeve is equally center in the middle (Figure 17).

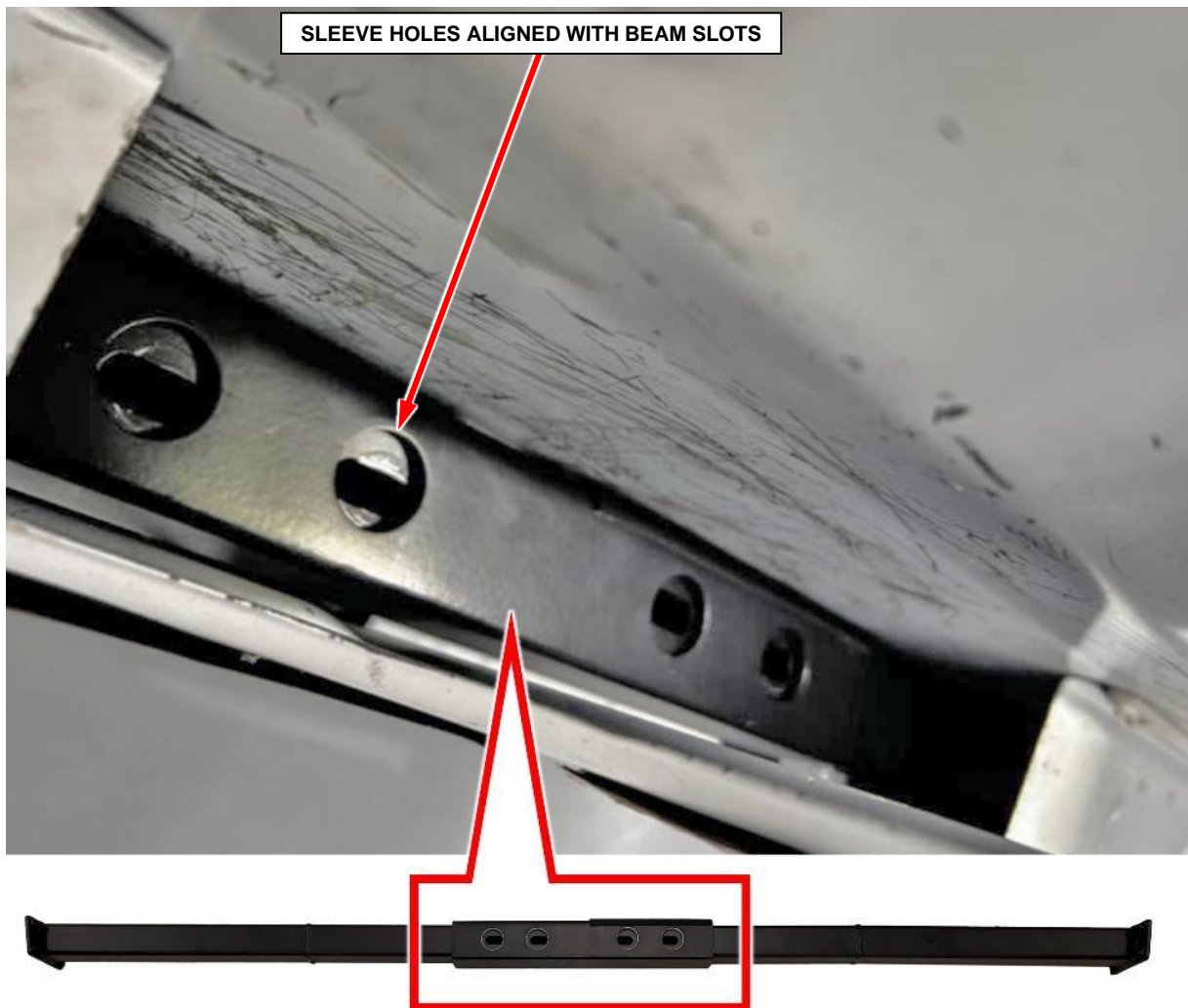


Figure 17 – Door Beam Sleeve

25. With both door beam sleeve centered as described in previous step, then finish tightening the eight (four each end) door beam end plate bolts to 12 N·m (9 ft. lbs.) (Figure 16).
26. After tightening the door beam end plate bolts as described in previous step, then align the holes of the door beam sleeve with the slot holes of both door beams (Figure 17).

27. Install 4 bolts and 4 washers through the sleeve and door beams then tighten the bolts to 60 N·m (44 ft. lbs.) (Figure 18).

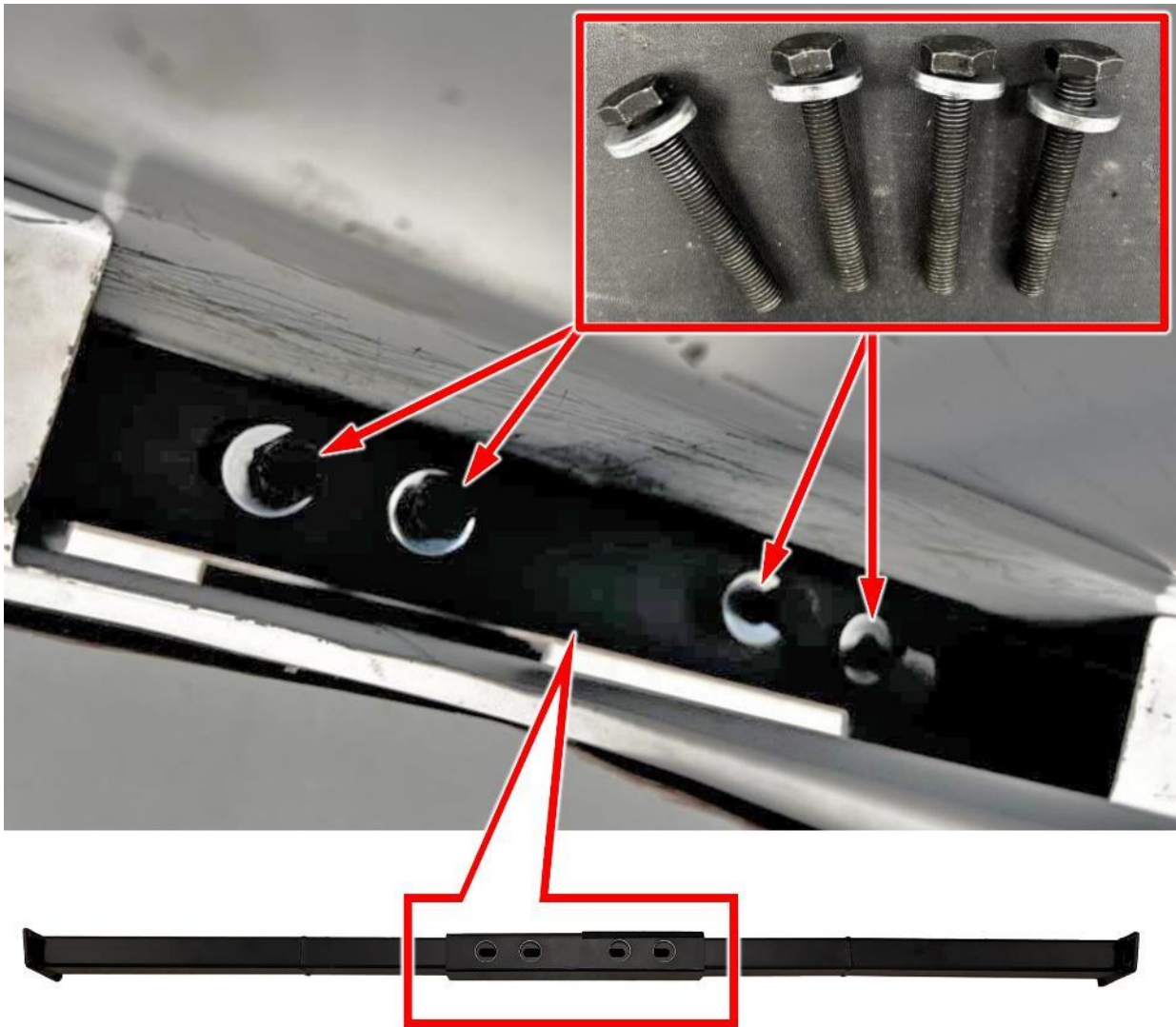


Figure 18 – Door Beam Sleeve Bolts

28. Reclip the cables inside the door.
29. Remove the remaining protective foil from the Velcro strips on the door (Figure 7).
30. Position the door trim panel on the door. Make sure the mounting holes align with the mounting locations in the sliding door (Figure 6).

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31. Secure the door trim panel with pins and plugs. Start with installing the two pins in the center of the panel (Figure 5). Remove the protective foil of the VHB tape (Figure 9). Press around the edges of the panel to let the VHB tape stick to the door. Install the other six pins around the edge.
32. Attach the cables to the interior door handle assembly (Figure 4).
33. Position the door handle assembly to the door then install and tighten the three 5mm bolts with a hex Allen key wrench to 9 Nm (Figure 3).
34. Remount the rubber block. Use a 6mm hex Allen key wrench to tighten the mounting bolts (Figure 2).
35. If rubber seal around the window requires replacement, place new rubber seal around the window. Start at the backside of the window. Place the rubber seal all the way around the window. Cut off the strip keeping 1 cm over-length. Put the two ends of the rubber seal against each other and push back in place (Figure 19).



Figure 19 – Window Seal Installation

B. Install Tire Label Overlay

1. Locate the tire label on the vehicle driver side B-pillar (Figure 20).



Figure 20 – Locate Tire Label on B-Pillar

2. Use isopropyl alcohol or window cleaner and a clean cloth to remove any wax, oil, dust, and debris from the existing tire label.
3. Allow the isopropyl alcohol or window cleaner to fully evaporate before applying the overlay label.

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4. Obtain the **NEW** tire overlay label for the vehicle and verify the overlay label is appropriate for the vehicle based on front row seating option the vehicle is equipped with.
5. Apply appropriate overlay label to the tire label in the original position and with the same text orientation to correct the information (Figure 21).
6. Apply pressure to the entire surface of the tire overlay label with firm overlapping strokes removing all wrinkles and air bubbles. Using a tool such as a squeegee is allowed.

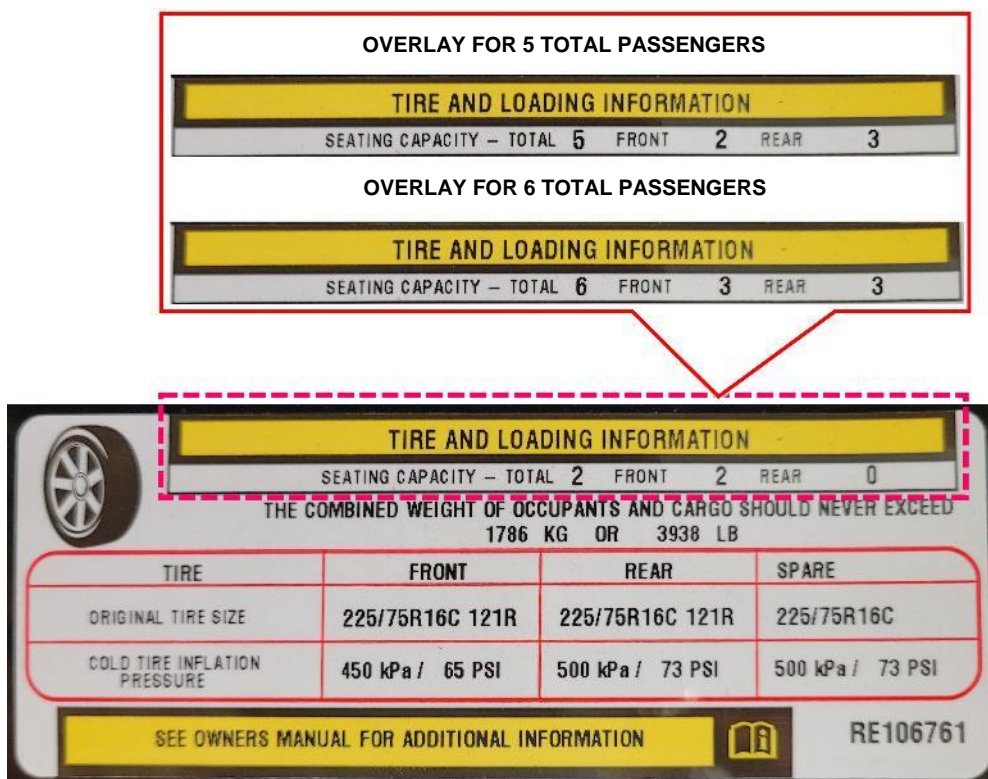


Figure 21 – Install Overlay Label

7. Return the vehicle to the customer or inventory.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

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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 53B.

IMPORTANT SAFETY RECALL

2nd Row Seating Regulatory Compliance

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 [2021-2024 model year (VF) Ram ProMaster] crew van vehicles equipped with 2nd row seating fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 214 - Side impact protection and 110 - Tire selection and rims.

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?

Your vehicle ^[1] may have been built with an inaccurate tire placard and second-row seat configuration that did not include a side door beam. **Vehicles missing a side door beam or with an inaccurate tire placard may not provide adequate protection increasing the risk of injury to the occupants of the vehicle during certain crashes.**

The condition described above does not comply with FMVSS No. 571.214 S6 requires that affected vehicles meet specific strength test requirements. Suspect vehicles may not meet all applicable test requirements. FMVSS No. 571.110 S4.3 and S4.3(b) requires: "Each vehicle [...] shall show the information specified in S4.3 (a) through (g) [...] on a placard permanently affixed to the driver's side B-pillar" and "(b) Designated seated capacity (expressed in terms of total number of occupants and number of occupants for each front and rear seat location." Suspect vehicles do not accurately state the correct designated seating capacity.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US LLC will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will install a door beam and update the tire placard label. 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. 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 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.