

**CHRYSLER**

November 2014

Dealer Service Instructions for:

Customer Satisfaction Notification P38 Power Distribution Center Cover Label

Models

- 2014 (DD) RAM Cab Chassis (3500 series)
(DJ) RAM Pick Up (2500 series)
(DP) RAM Cab Chassis (4500/5500 series)
(D2) RAM Pick Up (3500 series)

NOTE: This notification applies only to the above vehicles equipped with a 6.7L Cummins turbo diesel engine (sales code ETK) built from August 16, 2013 through January 20, 2014 (MDH 081617 through 012019).

IMPORTANT: Some of the involved vehicles may be in dealer vehicle inventory. Dealers should complete this repair on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Power Distribution Center (PDC) cover fuse label on about 21,000 of the above vehicles may have the incorrect fuse size specified for the fuse F08, Oxides of Nitrogen (NOx) sensor. The original label specifies a 30 or 40 amp fuse, but the correct fuse size is 20 amps.

Repair

A new PDC cover fuse label must be installed over the original laser etching.

Parts Information

<u>Part Number</u>	<u>Description</u>
68256895AA	Label, PDC

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

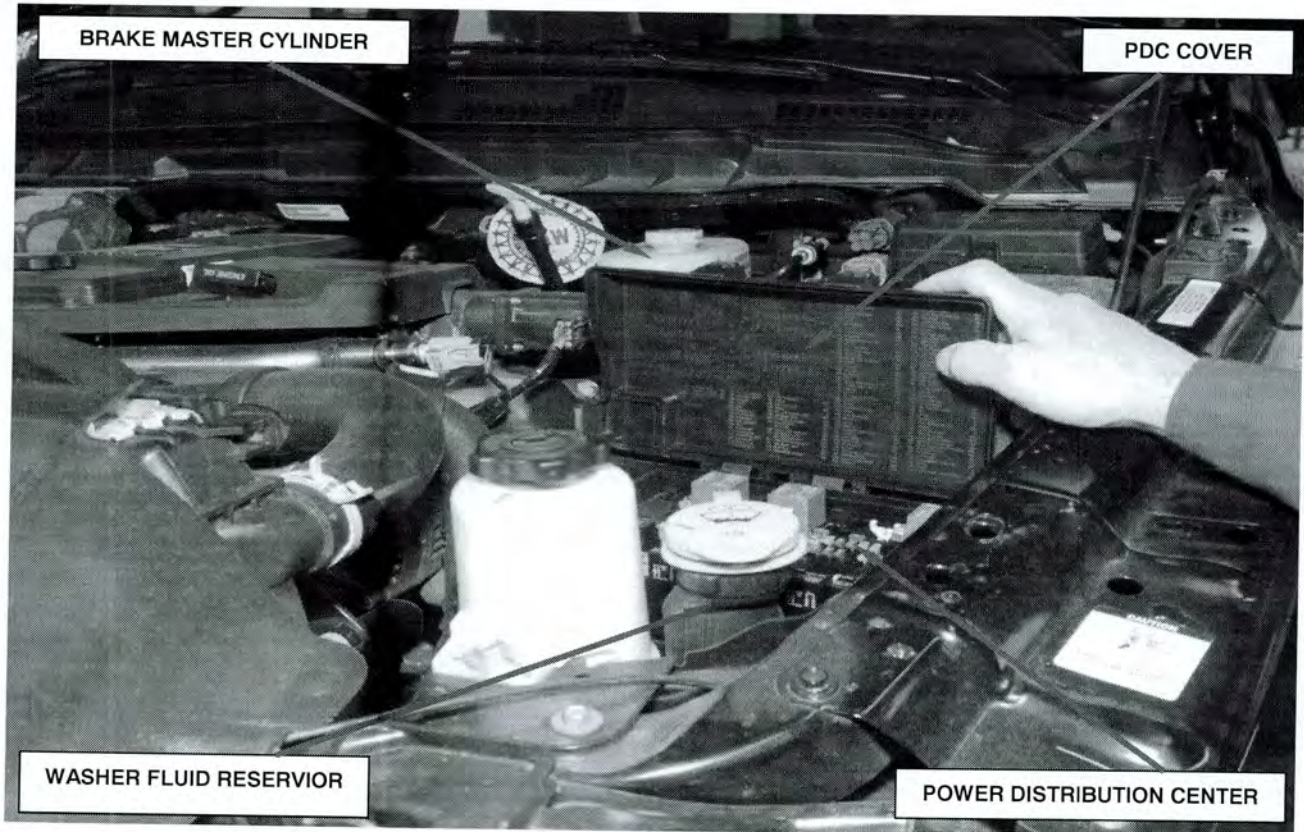


Figure 1 – Power Distribution Center Location

1. Open the hood of the vehicle and locate the Power Distribution Center (PDC) on the drivers' side of the engine compartment, just forward of the battery (Figure 1).
2. Open the PDC cover (Figure 1).
3. While holding the base of the PDC in place, pull up on the PDC cover to un-snap the PDC cover from the base.

Service Procedure (Continued)

4. Inspect the PDC cover laser etching (Figure 2).

- If the laser etching on the PDC cover states “NOx Sensor 30A or 40A” and “HD Diesel 30A or 40A” continue to **Step 5** (Figure 2).
- If the laser etching on the PDC cover states “NOx Sensor 20A” and “HD Diesel 20A” continue to **Step 7** (Figure 2).

5. Clean the existing PDC cover with isopropyl alcohol, glass cleaner or equivalent using a soft cloth to remove any dirt, oil residue or grease.

6. Remove the new PDC cover fuse label from its backing paper and carefully install it over the existing PDC laser etching (Figure 3).

NOTE: Firmly press and smooth the new PDC cover fuse label to the existing PDC cover to ensure good adhesion.

7. Install the PDC cover to the PDC (Figure 3).

8. Close the hood and return the vehicle to the customer.

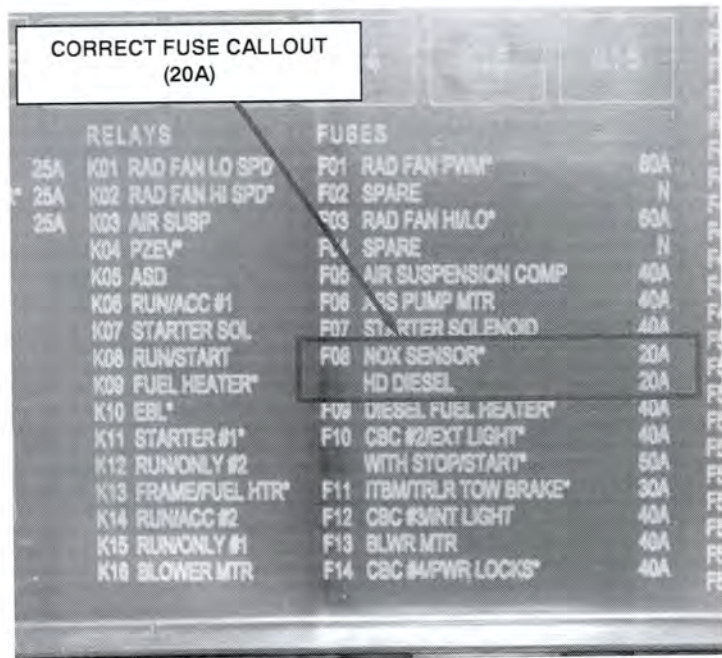


Figure 2 – Correct Fuse Callout on PDC Cover

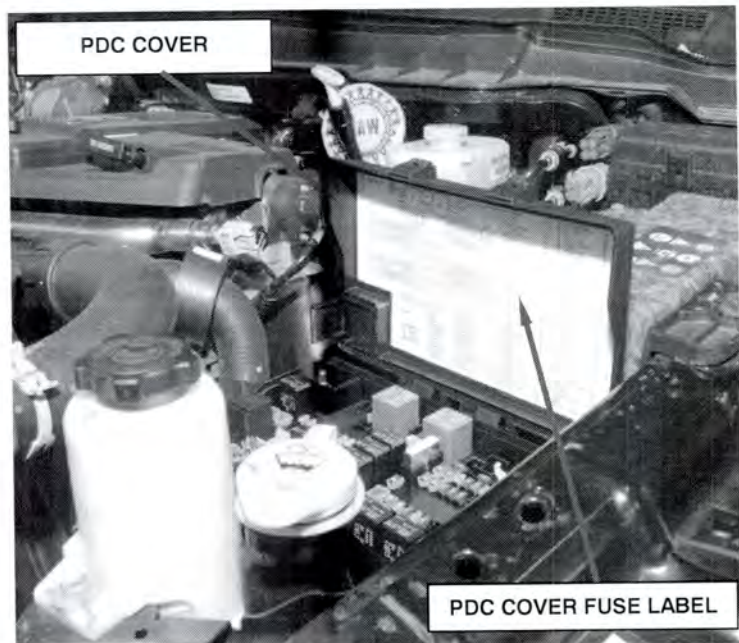


Figure 3 – PDC Cover Fuse Label Installed

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 submitted will be used by Chrysler to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Inspect PDC Cover	08-P3-81-81	0.2 hours
Inspect PDC Cover and Install PDC Label	08-P3-81-82	0.2 hours

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

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete 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 Chrysler are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this notification. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

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 should 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.

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 notification 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 Service / Field Operations
Chrysler Group LLC



CUSTOMER SATISFACTION NOTIFICATION

P38

POWER DISTRIBUTION CENTER COVER LABEL

Dear: (Name)

At Chrysler Group LLC, you can be assured that we are changing the way we look at quality. To prove our commitment to quality, the company is investing in and prioritizing improvements for every vehicle that we build. As part of that commitment, we are also targeting existing vehicles on the road today and contacting our customers to provide these quality improvements, at no charge, that will help to improve your ownership satisfaction.

We are recommending the following improvements be performed on some **2014 model year RAM trucks equipped with a 6.7L Cummins turbo diesel engine.**

Recommended Service: **The Power Distribution Center (PDC) cover fuse label on your truck (VIN: xxxxxxxxxxxxxxxxx) may have the incorrect fuse size specified for the fuse F08, Oxides of Nitrogen (NOx) sensor. The original label specifies a 30 or 40 amp fuse, but the correct fuse size is 20 amps.**

What your dealer will do: **Chrysler will service your vehicle free of charge (parts and labor).** To do this, your dealer will install a new PDC cover fuse label. The work will take about ½ hour to complete. We recommend that you make an appointment with your dealer to minimize your inconvenience.

What you should do: Simply **contact your Chrysler, Jeep, or Dodge dealer**, at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. Although not required, we recommend bringing this letter with you to your dealer, when you bring your vehicle in for this service.

If you need help: Please contact the Chrysler Customer Assistance Center at 1-800-853-1403.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. You may also update this information on the web at
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We apologize for any inconvenience this service may cause to your schedule. Moving forward we are committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center.

Sincerely,
Customer Service / Field Operations
Chrysler Group LLC
Notification Code P38