

November 2015

Dealer Service Instructions for:

# **Customer Satisfaction Notification R51**

## **Winter Front Cover**

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### **Models**

**2014-2015 (DS) RAM 1500 Pickup**

*NOTE: This recall applies only to the above vehicles equipped with a 3.0L diesel engine (sales code EXF) and engine block heater (sales code NHK) built through April 10, 2015 (MDH 041011).*

**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 Charge Air Cooler (CAC) on about 7,600 of the above vehicles may develop internal icing in cold temperature regions. This condition may cause the Malfunction Indicator Light (MIL) to illuminate and cause the vehicle to experience a 35 mph limp in condition.

### **Repair**

A winter front cover must be installed when sustained day and night time temperatures drop below 30° F (-1° C).

**Parts Information**

<u>Part Number</u>	<u>Description</u>
CECFR511AA	Winter Front Cover

**NOTE: Winter front covers were included in the owner letter mailing.**

**Parts Return**

No parts return required for this campaign.

**Special Tools**

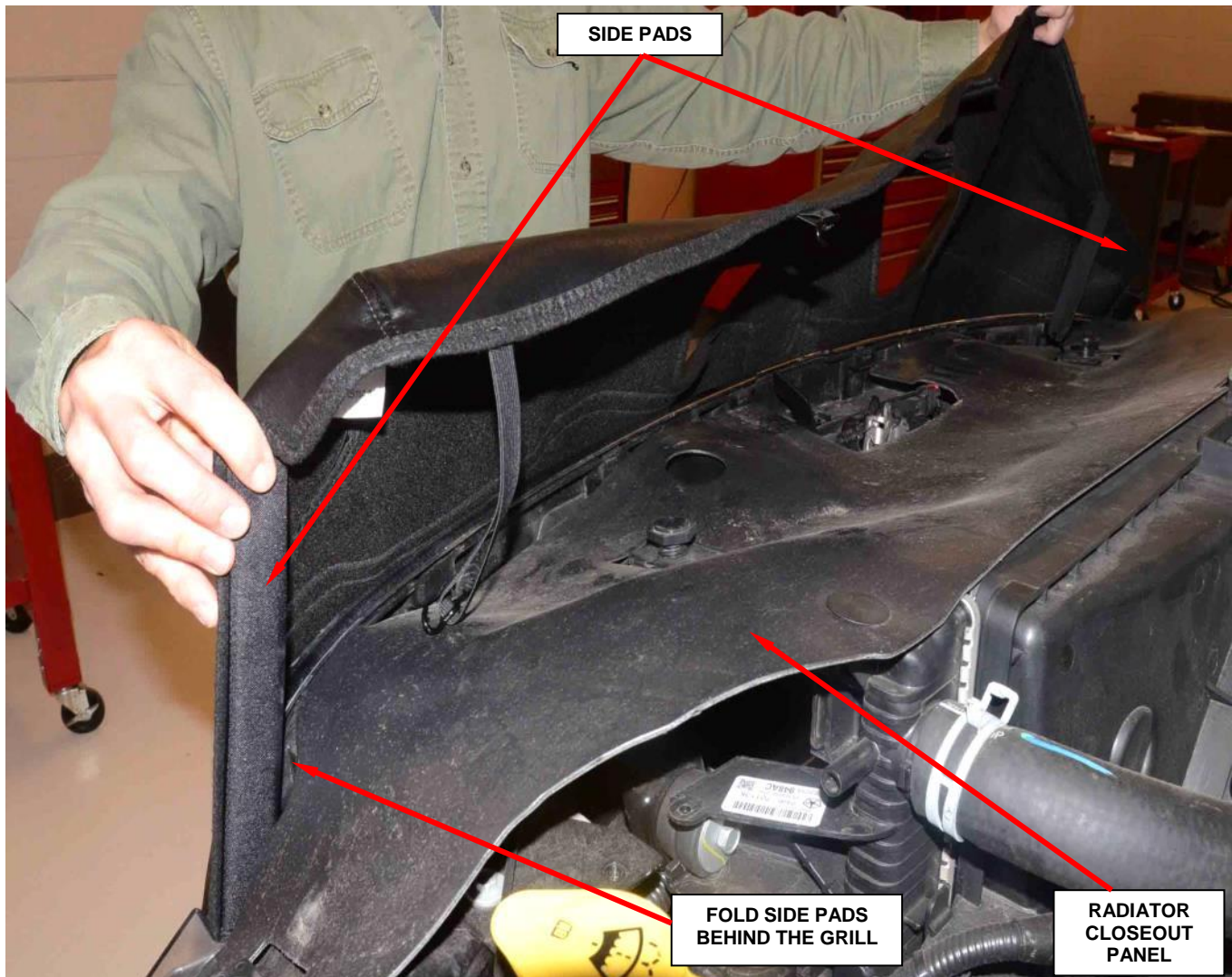
No special tools are required to perform this service procedure.

**Service Procedure**

**NOTE:** Area to be covered by the winter front cover must be clean prior to installation. Always remove the winter front cover before washing vehicle.

**NOTE:** Any repainted surfaces in contact with the winter front cover must be allowed to cure completely. Consult paint manufacturer or repair facility.

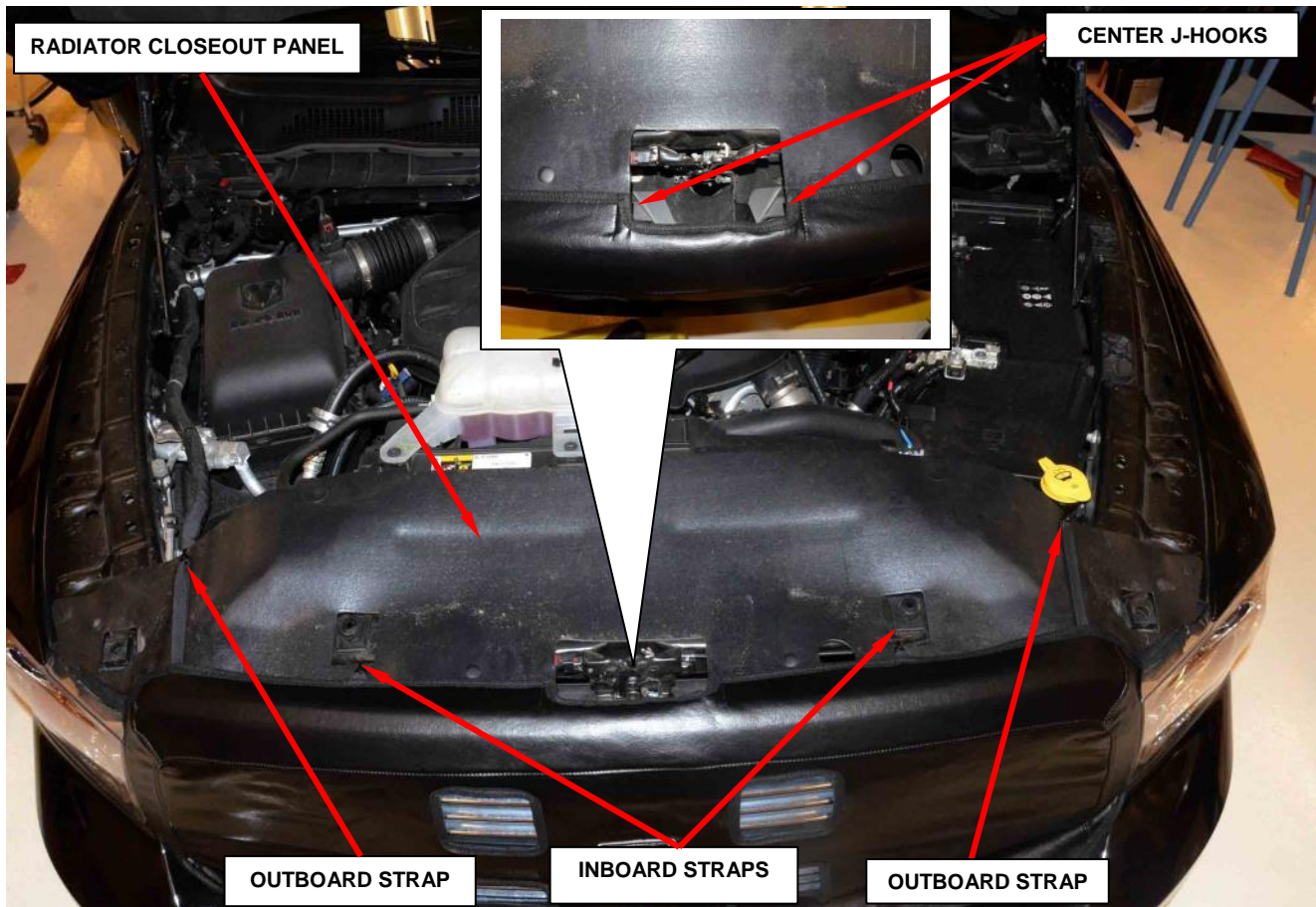
1. Open the hood.
2. Install the two side pads by folding them behind the grille and headlamps, pushing down on each side one or two inches at a time, until they bottom out against the bumper (Figure 1).



**Figure 1 – Side Pad Installation**

**Service Procedure (Continued)**

3. Hook the two inboard straps to the radiator closeout panel (Figure 2).
4. Hook the two outboard straps to the radiator closeout panel (Figure 2).
5. Attach the two center J-Hooks to the radiator closeout panel (Figure 2).



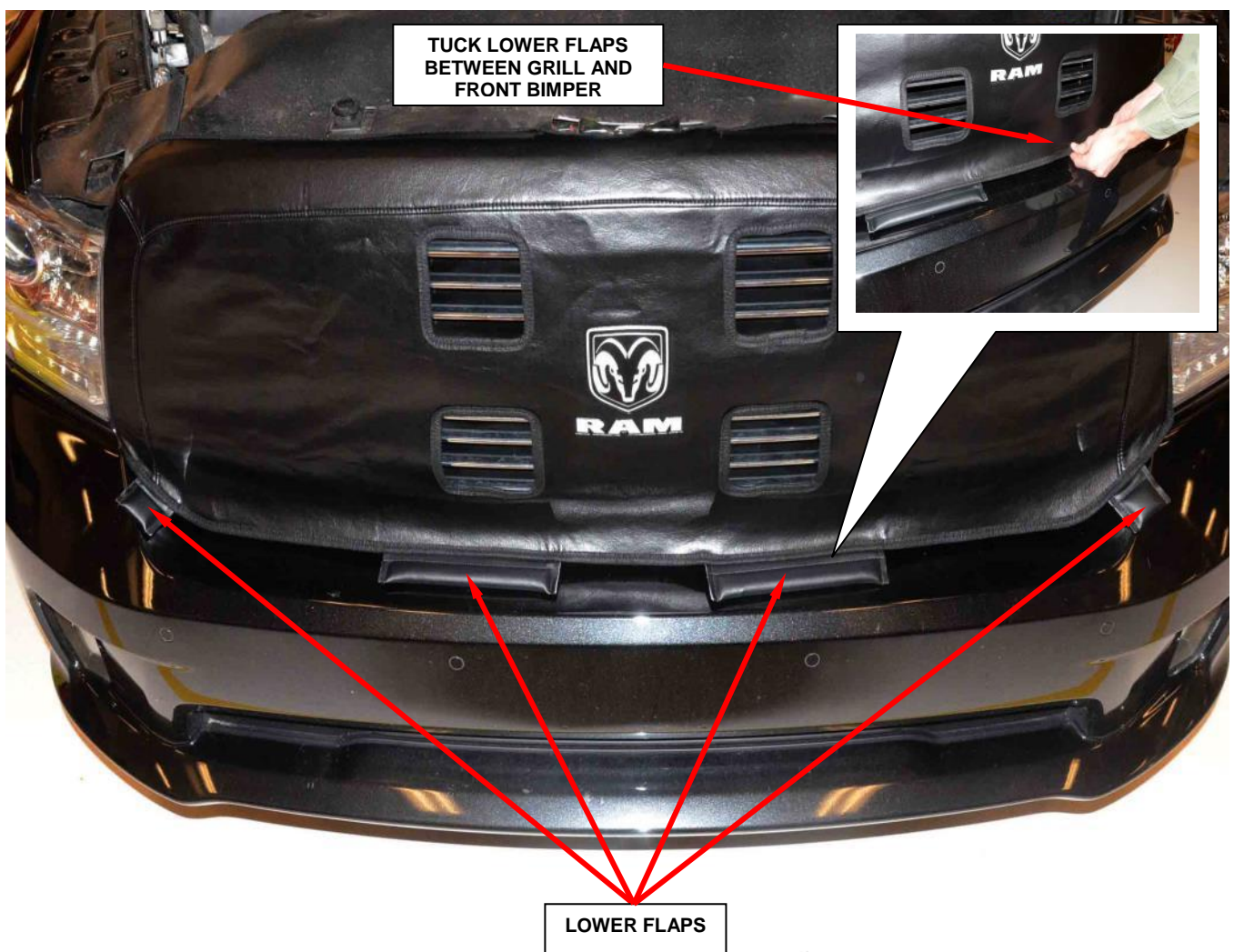
**Figure 2 – Winter Front Cover Straps**



**Service Procedure (Continued)**

6. Tuck the four lower flaps between the grille and the front bumper (Figure 3).

7. Close the hood.



**Figure 3 - Lower Flaps**

**Service Procedure (Continued)**

8. Installation is complete, instruct the customer to remove the winter front cover when sustained day and night time temperatures rise above 30° F (-1° C) and return the vehicle to the customer (Figure 4).



**Figure 4 – Installation Complete**

## 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 numbers and time allowances:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Install Winter Front Cover	23-R5-11-82	0.0 hours

### **Special Service Operation**

Flat Fee Allowance for Installing Winter Front Cover	95-23-51-50	\$5.00
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**NOTE: Winter front cover flat fee allowance may only be used once per vehicle.**

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.

**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  
FCA US LLC



## CUSTOMER SATISFACTION NOTIFICATION

R51

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

Dear: (Name)

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle. This will be done at no charge to you.

We are recommending the following improvements be performed on certain **2014 through 2015 model year RAM Pickup trucks equipped with a 3.0L diesel engine.**

*The problem is...*      **The Charge Air Cooler (CAC) on your vehicle may develop internal icing in cold temperature regions. This condition may cause the Malfunction Indicator Light (MIL) to illuminate and cause the vehicle to experience a 35 mph limp in condition.**

*What you should do...*      **We ask that you install the provided winter front cover, when sustained day and night time temperatures drop below 30° F (-1° C), using the installation instruction sheets provided in the kit. The winter front cover is included in this mailing.**

If you prefer not to install the cover yourself, simply contact your dealer to schedule a service appointment. Cover installation will take about 5 minutes to complete. However, additional time may be necessary depending on service schedules. This service will be provided **once** free of charge. **Please bring the Winter Front Cover Kit and this letter with you to your dealer.**

*If you need help...*      Please contact the FCA US Customer Assistance Center at either **fcarecalls.com** or 1-800-853-1403.

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. If you have further questions go to **fcarecalls.com**.

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 or you can mail 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.** Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

We apologize for any inconvenience this service may cause to your schedule. FCA is 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. Thank you for being our customer.

Sincerely,  
Customer Service / Field Operations  
FCA US LLC