

# TECHNICAL SERVICE BULLETIN



DEPARTMENT OF COMPLIANCE  
VEHICLE SAFETY AND RECALL MANAGEMENT  
BUILDING 11  
423 N MAIN ST  
MIDDLEBURY, INDIANA 46540-9218

Technical Service Bulletin: 29-09192016-0249

- o *Integrity*
- o *Safety*
- o *Quality*
- o *Customer Service*

<<DEALERNAME>>  
<<ADDRESS>>  
<<CITY>>, <<ST>> <<ZIP-XXX>>

October 19, 2016

This Notice applies to your vehicle VIN listed above.

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Dear Forest River Customer and Dealership:

Forest River – Office of Corporate Compliance (“OCC”) is providing you with a copy of the enclosed Customer Satisfaction Notification from FCA US LLC. This notification contains information related to your RAM ProMaster vehicle.

**WHAT SHOULD YOU DO?**

Read the enclosed FCA notification thoroughly and review FCA’s instructions. Keep the enclosed documents with your owner’s manual.

Sincerely,

Forest River, Inc.  
Director & Engineer  
Office of Corporate Compliance

**CUSTOMER SATISFACTION NOTIFICATION**

**S17**

This notice applies to your vehicle (VIN: [REDACTED]).

Dear [REDACTED]:

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 2016 RAM ProMaster** vehicles equipped with an underslung tire carrier.

**The problem is...** The Owner's Manual and User's Guide have spare tire change process instructions which may lack adequate detail in the use of the spare tire carrier.

**What you should do...** We ask that you insert the enclosed yellow addendum card into the owner's manual and user guide kit which is located in the glove box. We also ask that you insert the enclosed pictorial tip card into the tire change tool kit located below the front seat.

**If you need help...** If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either [fcarecalls.com](http://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](http://fcarecalls.com).

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 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.

**Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): S29 P32**

Sincerely,  
Customer Service / Field Operations  
FCA US LLC



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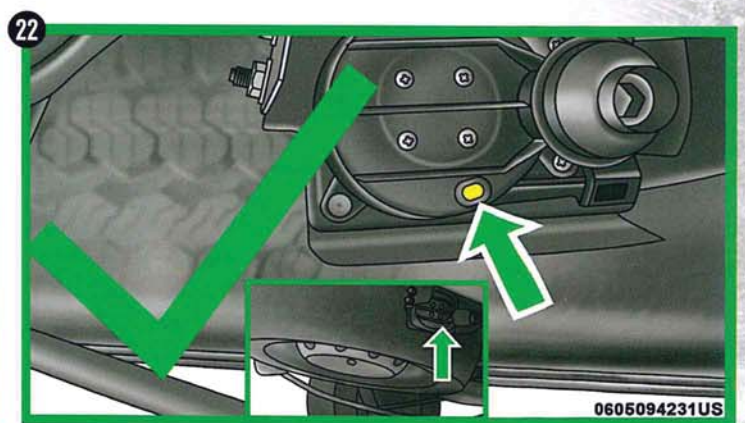
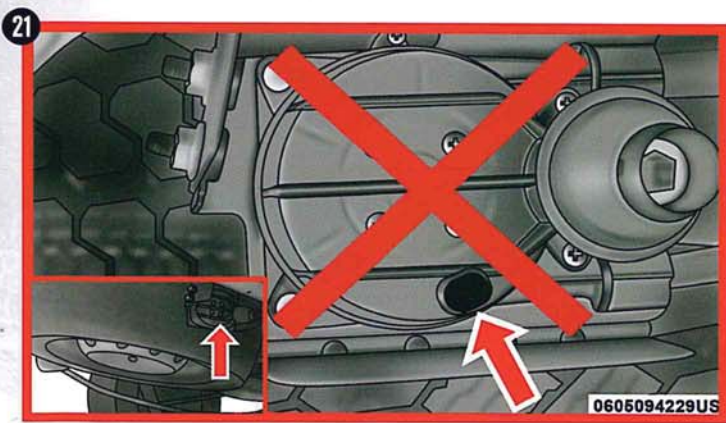
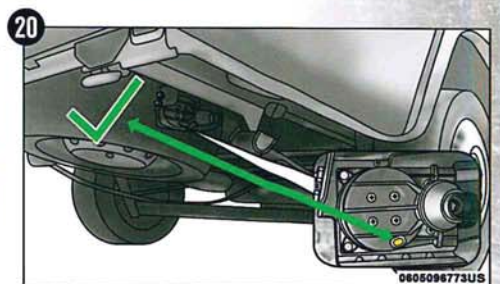
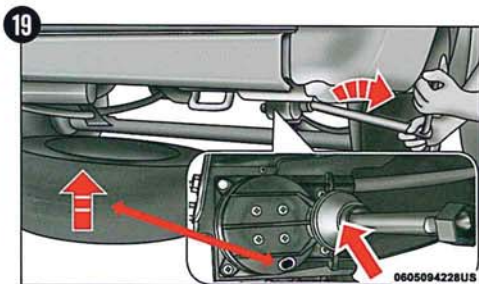
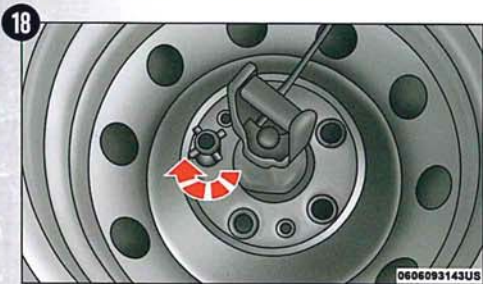
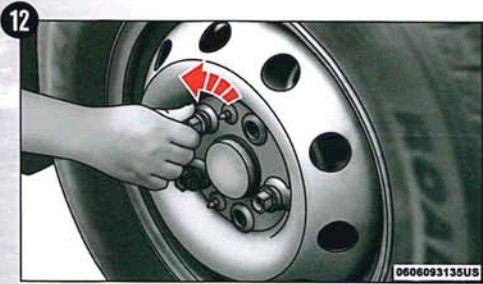
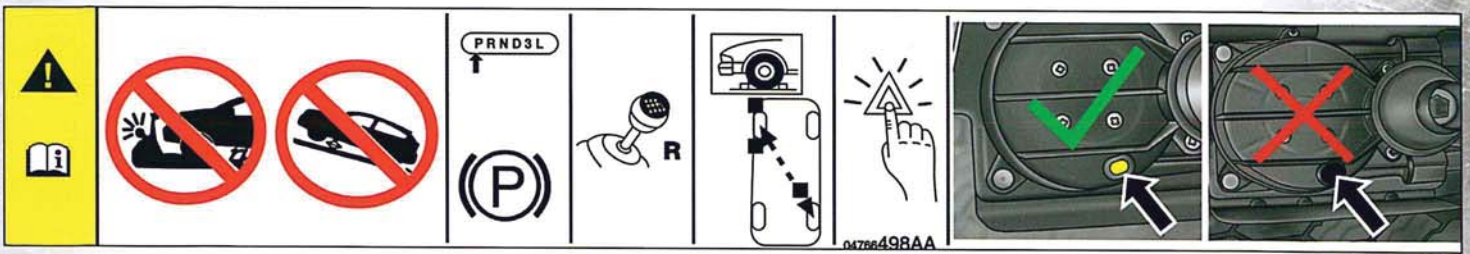
**PLEASE HELP US UPDATE OUR RECORDS  
IF ANY OF THE FOLLOWING CONDITIONS APPLY**  
VIN (Last 8 Characters of Vehicle Identification Number) \_\_\_\_\_ Notification Code \_\_\_\_\_



This service was previously performed on my vehicle (check one if applicable):  
 My vehicle was inspected and found to be ok.  
 My vehicle was repaired.  
 This vehicle was (check one if applicable):  
 scrapped  stolen  exported  
 scrapped  stolen  exported  
 A dealer, or someone whose name and address is unknown.  
 Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: \_\_\_\_\_  
 Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):  
 Owner's title (check one if applicable):  
 Mr.  Miss  Mr. & Mrs.  Dr.  
 Mrs.  Ms.  Rev.  Business

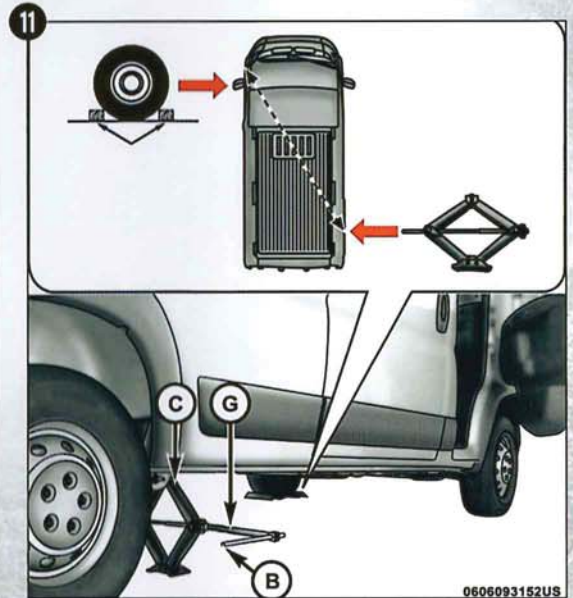
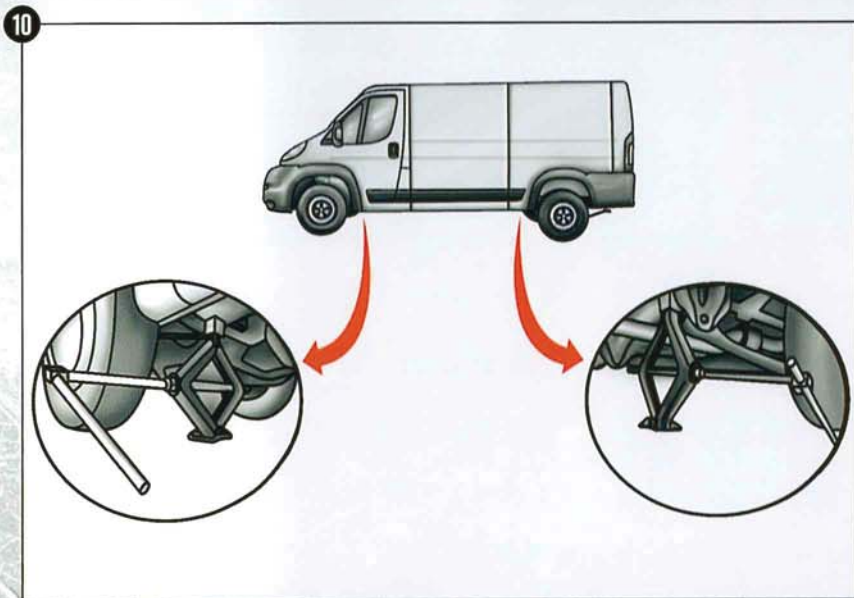
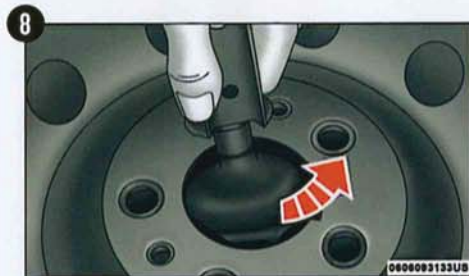
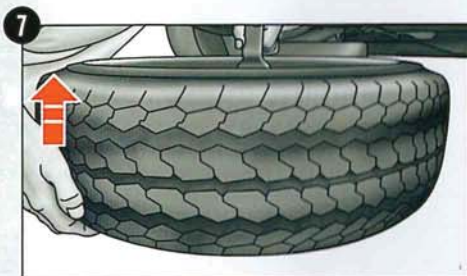
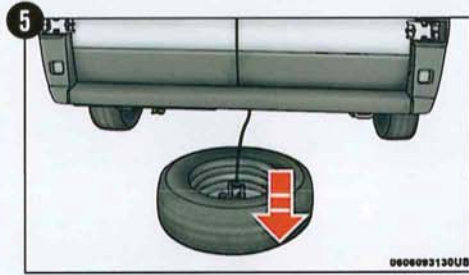
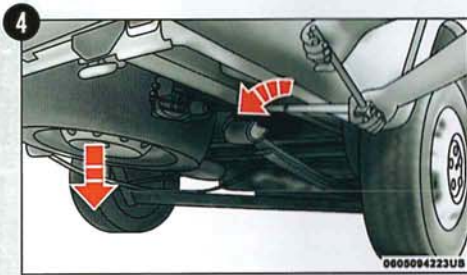
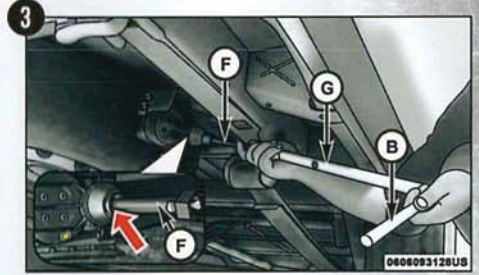
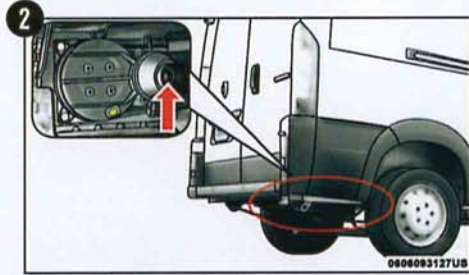
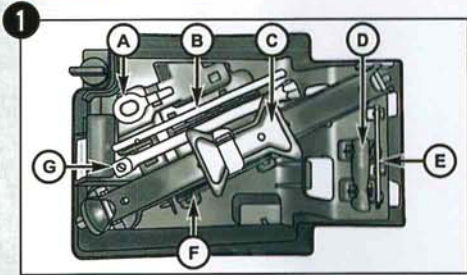
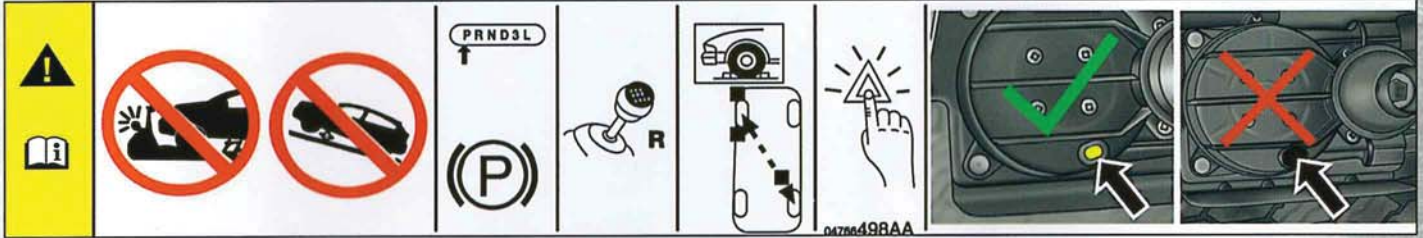
First Name \_\_\_\_\_ MI \_\_\_\_\_  
 Last Name \_\_\_\_\_  
 Street Address \_\_\_\_\_  
 City \_\_\_\_\_  
 State \_\_\_\_\_ Zip Code \_\_\_\_\_  
 Email Address \_\_\_\_\_



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# RAM PROMASTER JACKING TIPS



## Service Procedure

1. Open the glove box and identify the language of the owner's manual.

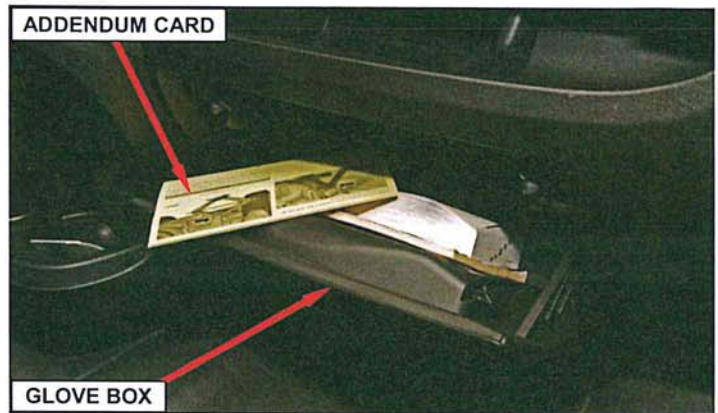


Figure 1 – Glove Box Addendum Card

2. Insert an addendum card, with matching language, into the owner's manual/user's guide kit (Figure 1).

3. Locate the tool kit stored under the front seat.

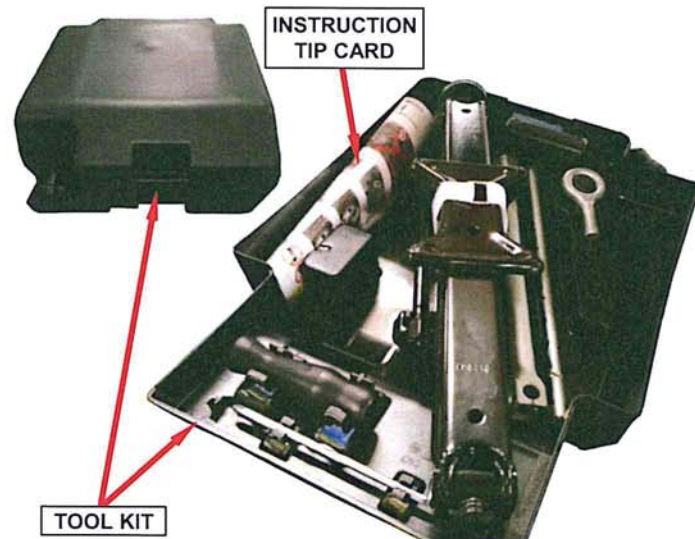


Figure 2 – Hard Case Tool Kit

4. Open the tool kit and insert the instruction tip card into the tool kit (Figures 2 and 3).

5. Close the tool kit and install the tool kit back in its original location.

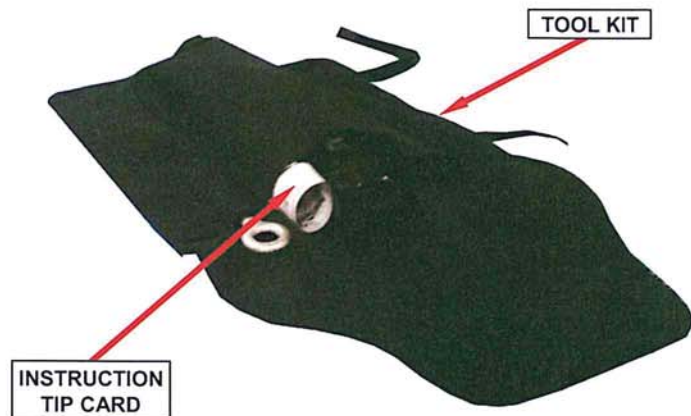


Figure 3 – Soft Bag Tool Kit

**THIS ADDENDUM UPDATES INFORMATION ON “JACKING AND TIRE CHANGING” IN THE “WHAT TO DO IN EMERGENCIES” SECTION OF YOUR OWNER’S MANUAL AND USER GUIDE**

**JACKING AND TIRE CHANGING**

**Jacking Instructions**

**WARNING!**

- Do not attempt to change a tire on the side of the vehicle close to moving traffic. Pull far enough off the road to avoid the danger of being hit when operating the jack or changing the wheel.
- Being under a jacked-up vehicle is dangerous. The vehicle could slip off the jack and fall on you. You could be crushed. Never put any part of your body under a vehicle that is on a jack. If you need to get under a raised vehicle, take it to a service center where it can be raised on a lift.
- Never start or run the engine while the vehicle is on a jack.
- The jack is designed to be used as a tool for changing tires only. The jack should not be used to lift the vehicle for service purposes. The vehicle should be jacked on a firm level surface only. Avoid ice or slippery areas.

**WARNING!**

- Carefully follow these tire changing warnings to help prevent personal injury or damage to your vehicle:
- Always park on a firm, level surface as far from the edge of the roadway as possible before raising the vehicle.
  - Turn on the Hazard Warning flashers.

(Continued)

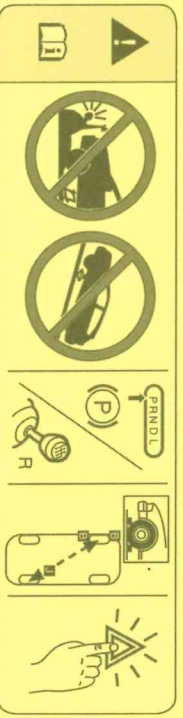


FCA US LLC

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**WARNING! (Continued)**

- Block the wheel diagonally opposite the wheel to be raised.
- Set the parking brake firmly and set an automatic transmission in **PARK**; a manual transmission in **REVERSE**.
- Never start or run the engine with the vehicle on a jack.
- Do not let anyone sit in the vehicle when it is on a jack.
- Do not get under the vehicle when it is on a jack. If you need to get under a raised vehicle, take it to a service center where it can be raised on a lift.
- Only use the jack in the positions indicated and for lifting this vehicle during a tire change.
- If working on or near a roadway, be extremely careful of motor traffic.
- To assure that spare tires, flat or inflated, are securely stowed, spares must be stowed with the valve stem facing the ground.

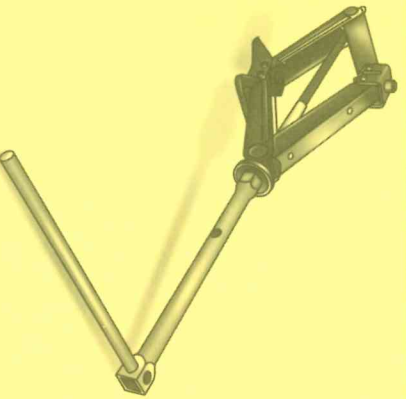


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Jack Warning Label

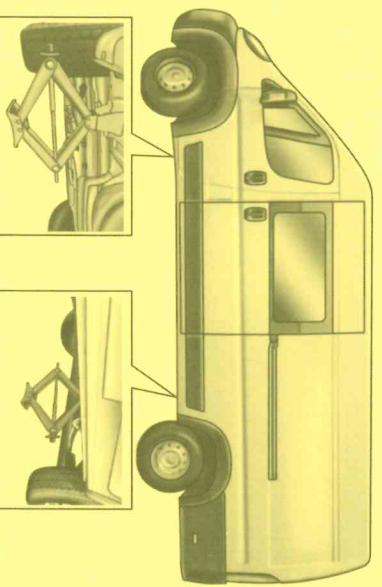
**CAUTION!**

Do not attempt to raise the vehicle by jacking on locations other than those indicated in the Jacking Instructions for this vehicle.



Assembled Jack

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Jacking Engagement Locations

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**CAUTION!**

Do not attempt to raise the vehicle by jacking on locations other than those indicated.

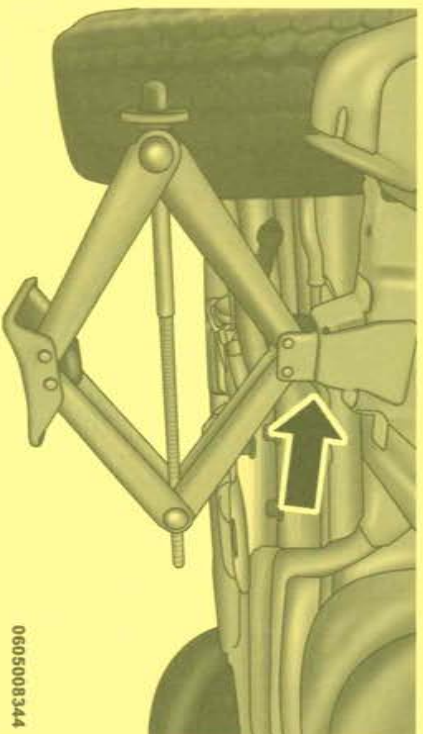
1. Loosen (but do not remove) the wheel lug bolts by turning them to the left one turn while the wheel is still on the ground.

**NOTE:** The rear jacking location is located in front of the rear tire and in front of the leaf spring mount.



Rear Jacking Location

**NOTE:** The front jacking location is located behind the front tire and in front of the driver/passenger door.



Front Jacking Location

**WARNING!**

Being under a jacked-up vehicle is dangerous. The vehicle could slip off the jack and fall on you. You could be crushed. Never get any part of your body under a vehicle that is on a jack. If you need to get under a raised vehicle, take it to a service center where it can be raised on a lift.

- Place the wrench handle and lug bolt adapter on the jack screw and turn to the right until the jack head is properly engaged in the described location. **Do not raise the vehicle until you are sure the jack is securely engaged.**
- Raise the vehicle by turning the jack screw to the right, using the wrench handle and lug bolt adapter. Raise the vehicle only until the tire just clears the surface and enough clearance is obtained to install the spare tire. Minimum tire lift provides maximum stability.

**WARNING!**

Raising the vehicle higher than necessary can make the vehicle less stable. It could slip off the jack and hurt someone near it. Raise the vehicle only enough to remove the tire.

- Remove the wheel lug bolts. For vehicles with wheel covers, remove the cover from the wheel by hand. Do not pry the wheel cover off. Then pull the wheel off the hub.
- Install the spare tire. Lightly tighten the wheel lug bolts.

**CAUTION!**

Be sure to mount the spare tire with the valve stem facing outward. The vehicle could be damaged if the spare tire is mounted incorrectly.



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Mounting Spare Tire

**WARNING!**

To avoid the risk of forcing the vehicle off the jack, do not tighten the wheel nuts fully until the vehicle has been lowered. Failure to follow this warning may result in personal injury.

**NOTE:**

Do not install the wheel cover on the spare tire.

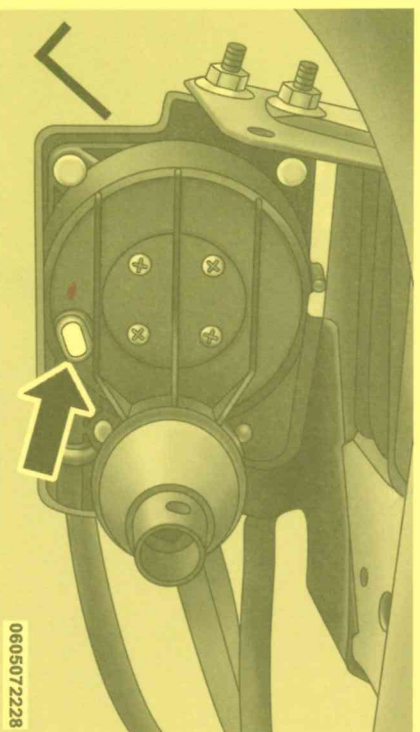
- Lower the vehicle by turning the jack screw to the left.

- Refer to "Torque Specifications" in this section for proper wheel lug bolt torque.

- Lower the jack to its fully-closed position.

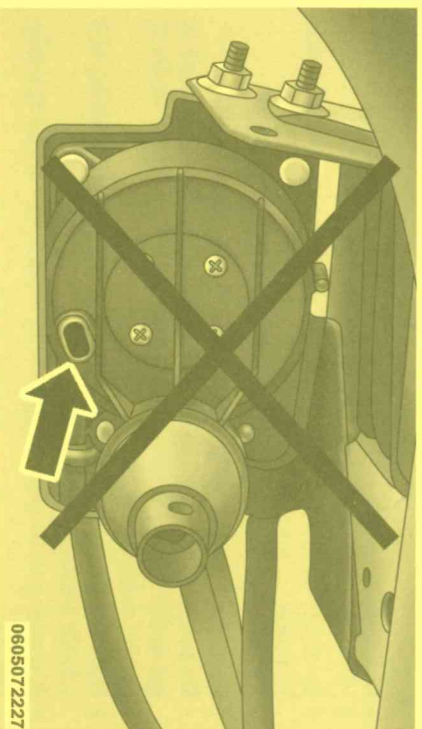
- Stow the damaged wheel/spare tire with the cable and wheel spacer before driving the vehicle.

- Install the winch extension and rotate the wrench handle clockwise until the winch mechanism indication window turns yellow and the operator hears "3 clicks" from the device to show the wheel is properly stowed under the vehicle.



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Winch Mechanism Properly Engaged  
(Yellow DOT Will Appear In The Winch Indication Window)



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Winch Mechanism NOT Properly Engaged  
(Black Window Will Appear)

**CAUTION!**

In the case that the yellow dot does not appear in the winch mechanism window refer to step 11 above, the operator should repeat the spare tire installation procedure. If the yellow dot does not appear in the winch indication window, place and secure the damaged wheel into the vehicle and seek dealer assistance to the winch mechanism.

- Stow the jack, jack handle and winch handle tools back in the storage compartment.

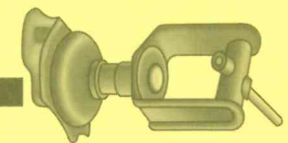
**WARNING!**

A loose tire or jack thrown forward in a collision or hard stop could endanger the occupants of the vehicle. Always stow the jack parts and the spare tire in the places provided. Have the deflated (flat) tire repaired or replaced immediately.

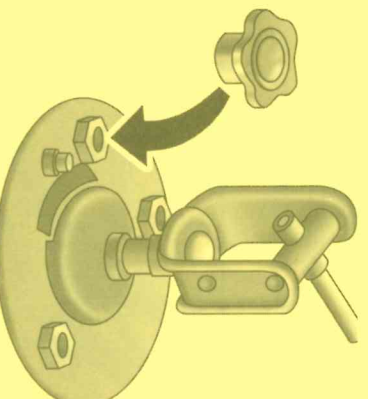
- Check the spare tire pressure as soon as possible. Correct the tire pressure, as required.

**For vehicles with aluminum wheels:**

- Remove the adapter bracket and bolts from the storage bag in the glove compartment.
- Take the retainer and position it inside the circular bracket.



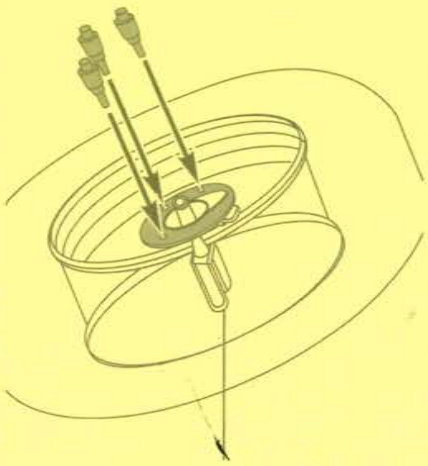
- Tighten the knob on the bolt to secure it to the bracket.



Securing The Bracket

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4. Position the tire vertically and lay the mounted adapter on the inner part of the rim. Using the supplied bolts, fasten the wheel to the adapter using the bolt install wrench. Tighten the bolts with the wrench extension and wrench handle.



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Wheel/Bolts Attaching To Mounting Bracket

5. Follow the steps above for proper spare tire stowage.