

August 2016

Dealer Service Instructions for:

## **Customer Satisfaction Notification S17 Spare Tire Carrier Owner Information**

---

### **Models**

**2014-2016 (VF) RAM ProMaster**

*NOTE: This campaign applies only to the above vehicles equipped with an Underslung Tire Carrier (sales code TBN) built through February 05, 2016 (MDH 020512).*

**IMPORTANT:** Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### **Subject**

The owner's manual/user's guide and tool kit tip card on about 55,900 of the above vehicles have spare tire change process instructions which may lack adequate detail in the use of the spare tire carrier.

### **Repair**

An owner's manual addendum card must be inserted into the owner's manual and a tip card must be placed in the tool kit.

**Parts Information**

<u>Part Number</u>	<u>Description</u>
04670694AA	Card, Laminated Tip Instruction
04670697AA	Card, Addendum (English - United States)
04670699AA	Card, Addendum (French - Canada)
04670698AA	Card, Addendum (Spanish - Mexico)

**Parts Return**

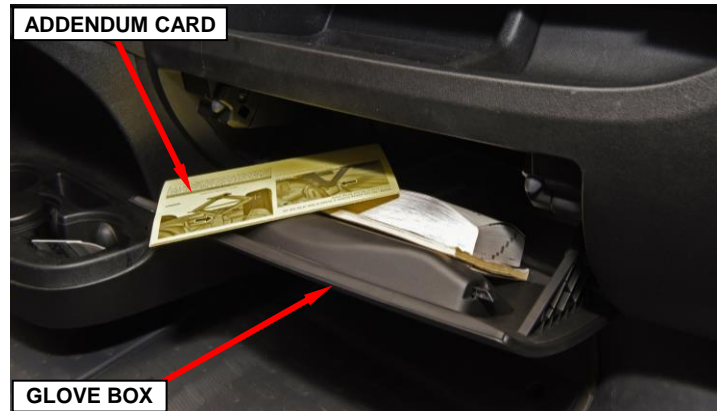
No parts return required for this campaign.

**Special Tools**

No special tools are required to perform this service procedure.

**Service Procedure**

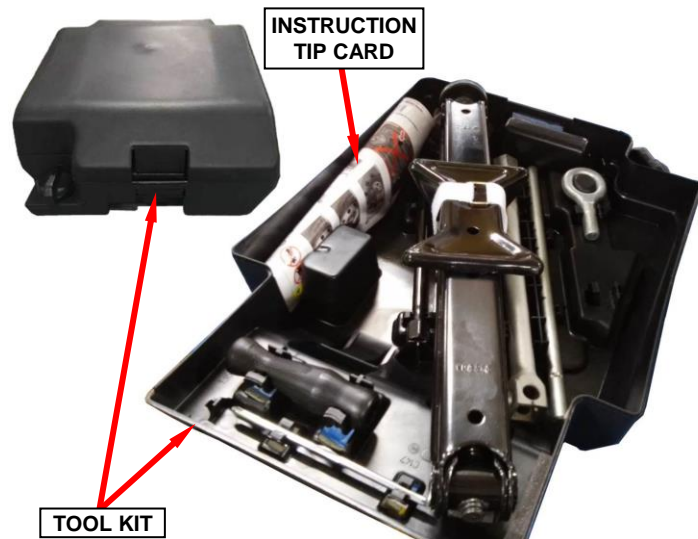
1. Open the glove box and identify the language of the owner's manual.



**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).

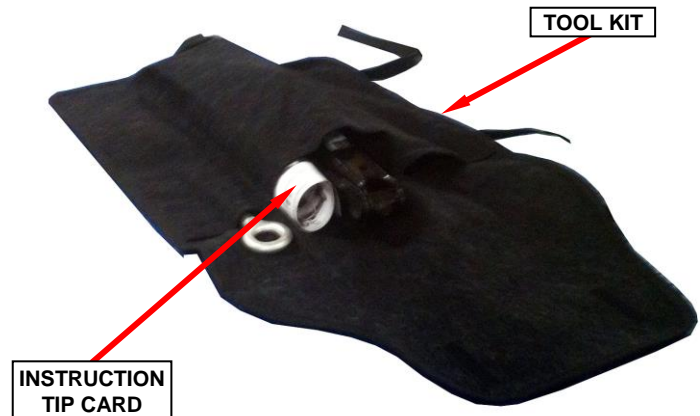
3. Locate the tool kit stored under the front seat.



**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**

**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 FCA to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<b><u>Labor Operation Number</u></b>	<b><u>Time Allowance</u></b>
Insert Owner Manual Addendum Card And Replace Tire Change Tip Card	23-S1-71-82	0.0 hours

**Special Service Operation**

Flat Fee for Inserting Owner Manual Addendum Card and Replacing the Tire Change Tip Card at Dealer	95-23-17-51	\$5.00
----------------------------------------------------------------------------------------------------------	-------------	--------

**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 FCA 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 campaign 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**

**S17**

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 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** 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