

Revised March 2017

Dealer Service Instructions for:

Customer Satisfaction Notification T13 Manual Transmission Shift Lever

NOTE: Added 2016 (DF) Model to involved Trucks

Models

2015 - 2016 (DD) RAM 3500 Cab Chassis
2015 - 2016 (DJ) RAM 2500 Pickup
2015 - 2016 (DP) RAM 4500/5500 Cab Chassis
2015 - 2016 (D2) RAM 3500 Pickup
2016 (DF) RAM 3500 10K LB Cab Chassis

NOTE: This campaign applies only to the above vehicles equipped with a 6 Speed Manual Transmission (Sales Code DEG) built from February 3, 2015, through November 30, 2015 (MDH 020309 through 113022).

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 manual transmission shift lever rubber insert on about 4,300 vehicles may not have properly adhered to the metal shifter housing during the shifter manufacturing process. This condition could cause looseness in the gear shift lever, noise, and additional effort to move the shifter into the selected gear.

Repair

The manual transmission shift lever must be replaced on all involved vehicles.

Parts Information

Part Required For All Vehicles:

<u>Part Number</u>	<u>Description</u>
68189341 AA	Lever, Gearshift
06104716 AA	Nut, Locking

No parts will be distributed initially. Dealers should order the manual transmission shift lever and locking nuts for each vehicle at the time appointments are scheduled to assure that the part is available when the customer arrives.

Parts Return

No parts return required for this campaign.

Special Tools

No Special Tools Required

Service Procedure

1. Using a trim stick C-4755 or equivalent, insert the trim stick into the gear shifter knob using moderate force to remove and save the gear select indicator insert (Figure 1).



Figure 1 – Gear Select Insert

2. Remove and save the gearshift knob nut (Figure 2).

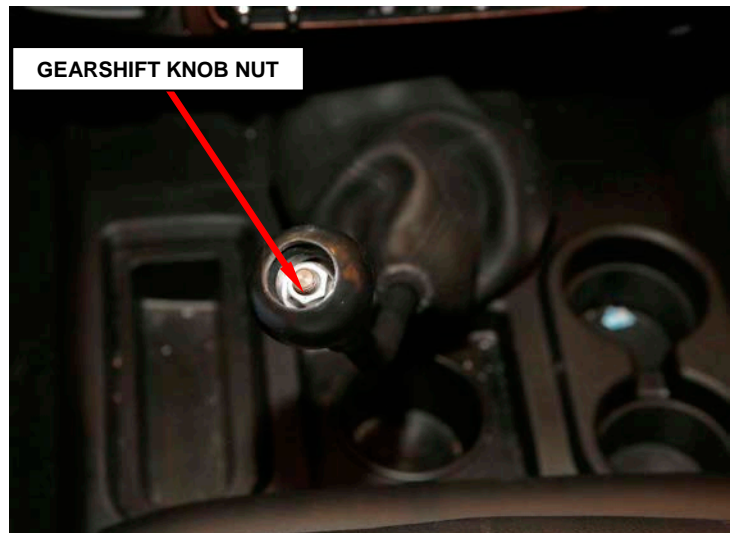


Figure 2 – Gearshift Knob Nut

3. Remove and save the gearshift knob by grasping and rotating the knob in a counter clockwise direction (Figure 3).



Figure 3 – Gearshift Knob

Service Procedure (Continued)

4. Using trim stick C-4755 or equivalent, moderately pry on lower front edge of gearshift lever upper boot until the front of the boot is released from the center console (Figure 4).

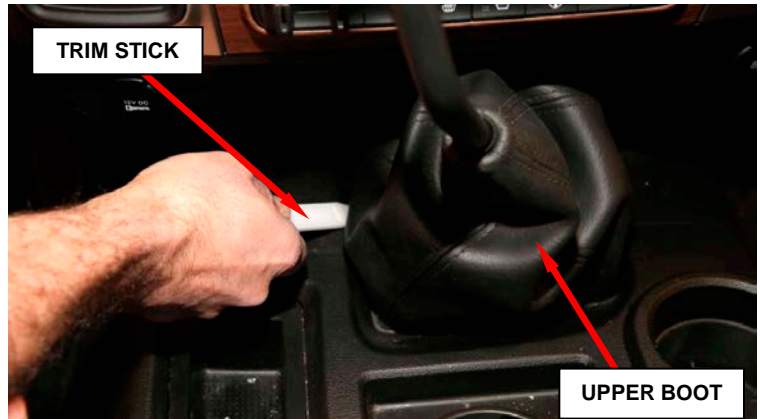


Figure 4 – Gearshift Lever Boot

5. Slide upper boot upward and remove from the gearshift lever.

6. Grasp the lower boot sides and peel the lower boot in a downward direction to expose the gearshift attachment nuts (Figure 5).



Figure 5 – Lower Shifter Boot

7. Remove and discard the two gearshift lever nuts and gearshift lever.

8. Insert the **NEW** gearshift lever into transmission lever and hand start the **NEW** provided lock nuts (Figure 6).

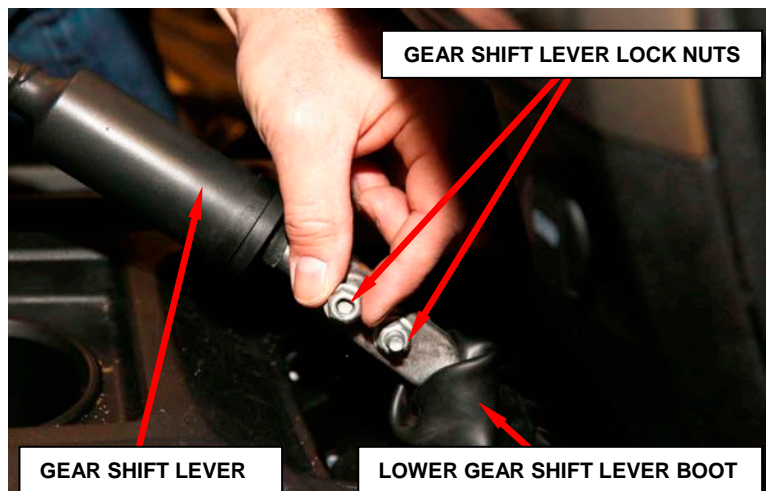


Figure 6 – Lock Nuts

9. Tighten the gear shift lever lock nuts to 20 N·m (15 ft. lbs.).

Service Procedure (Continued)

10. Grasp the lower shifter boot side straps and pull in an upward direction to reseat the lower boot onto the gearshift lever (Figure 7).

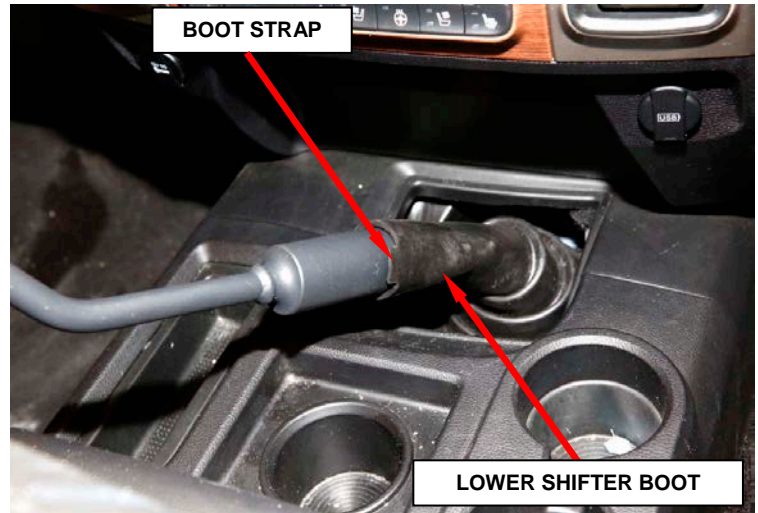


Figure 7 – Lower Shifter Boot

11. Install the gearshift lever upper boot onto the gearshift lever and push on the base of the boot downward to engage the clips to the center console housing (Figure 8).



Figure 8 – Upper Shifter Boot

13. Install the gearshift lever nut and tighten to 27 N·m (20 ft. lbs.) (Figure 2).

Service Procedure (Continued)

14. Push the gear select indicator insert into the gearshift lever knob (Figure 9).

15. Return the vehicle to the customer.

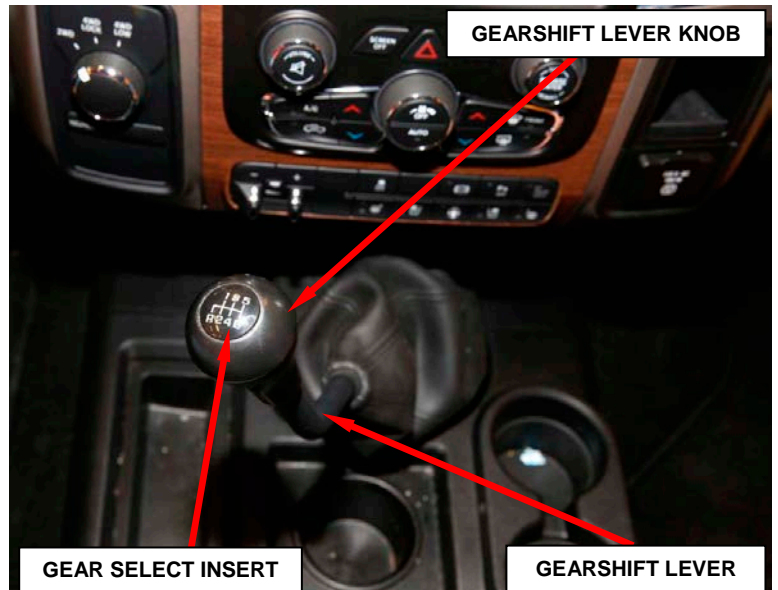


Figure 9 – Gearshift Lever

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:

	Labor Operation Number	Time Allowance
Replace Gearshift Lever	21-T1-31-82	0.3 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 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.

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 SATISFACTION NOTIFICATION

T13

This notice applies to your vehicle. (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 **2015 through 2016 model year RAM Truck vehicles equipped with manual transmissions.**

The problem is... The manual transmission shift lever rubber insert may not have properly adhered to the metal shifter housing during the shifter manufacturing process. **This condition could cause looseness in the gear shift lever, noise, and additional effort to move the shifter into the selected gear.**

What your dealer will do... **FCA will repair your vehicle free of charge.** To do this, your dealer will replace the manual shifter lever. The work will take about 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you should do... Simply **contact your Chrysler, Jeep®, Dodge or RAM dealer** right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

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