



August 2019

Dealer Service Instructions for:

Customer Satisfaction Notification V81 Incorrect Spare Wheel

Remedy Available

2019 (DT) Ram 1500 Pickup

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

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 spare wheel on about 464 of the above vehicles may be equipped with a spare wheel different than what is indicated on the Monroney label.

Repair

Visually inspect the spare wheel. Compare this to the vehicle's Monroney label or the vehicle's equipment list.

Parts Information

<u>Part Number</u>	<u>Description</u>
04755197AA	Spare Wheel, Aluminum (sales code W1F)
04755196AC	Spare Wheel, Steel (sales code W1C)
02073355	Stem, Wheel

Parts Return

No parts return required for this campaign.

Special Tools

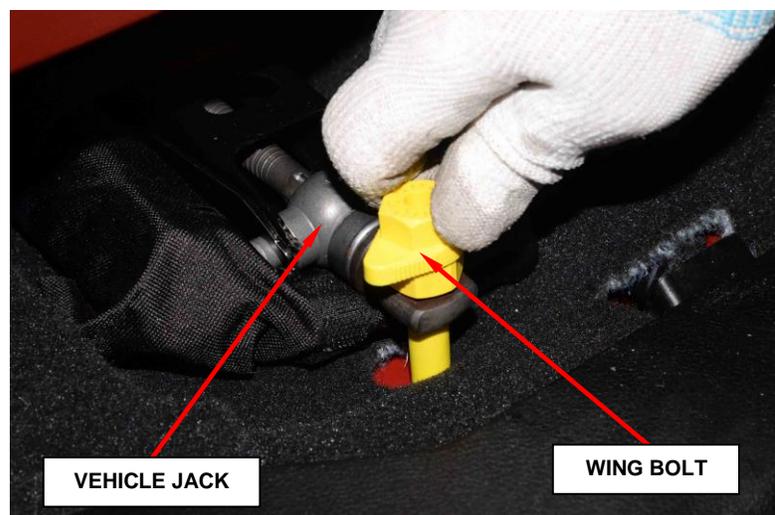
No special tools are required to perform this service procedure.

Service Procedure**Spare wheel/rim replacement procedure**

1. Remove the access cover located on the side of the front passenger's seat. To remove the cover, pull the front part of the cover (closest to the front of the seat) toward you to release a locking tab. Once the front of the cover is loose, slide the cover toward the front of the seat until it is free from the seat frame, then remove cover (Figure 3).

**Figure 3 – Access Cover**

2. To remove the jack and winch tools, turn the bolt counterclockwise then remove the wing bolt and slide the assembly out from under the seat (Figure 4).

**Figure 4 – Wing Bolt Removal**

Service Procedure [Continued]

3. Release the tool bag straps from the jack and remove winch tools from bag (Figure 5).



Figure 5 – Winch Tools

4. Assemble the winch tools for lowering/raising the spare tire (Figure 6).

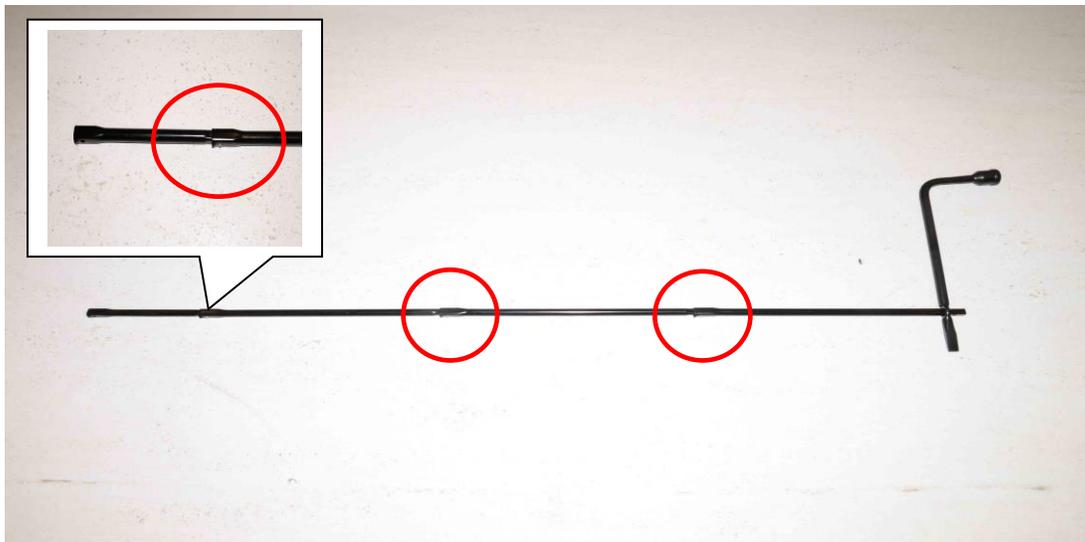


Figure 6 – Assembled Tool

Service Procedure [Continued]

- Using a trim stick remove the access cover near the top right side of the rear bumper (Figure 7).

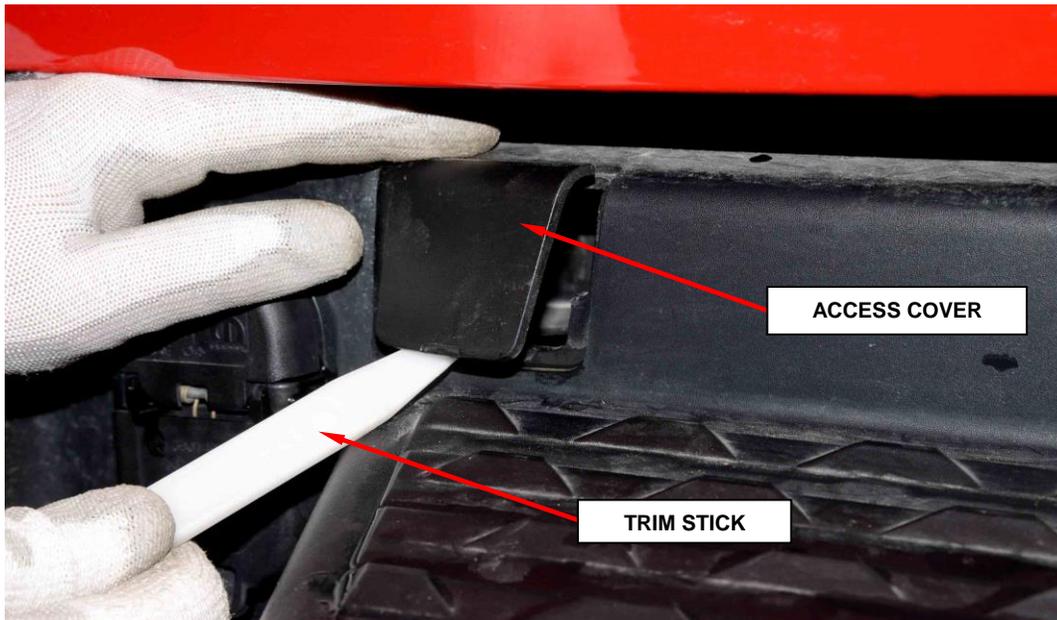


Figure 7 – Access Cover

- Insert the tool into the cone-end of the receiving end and turn counterclockwise to lower the spare tire, then remove tire from the winch (Figure 8).

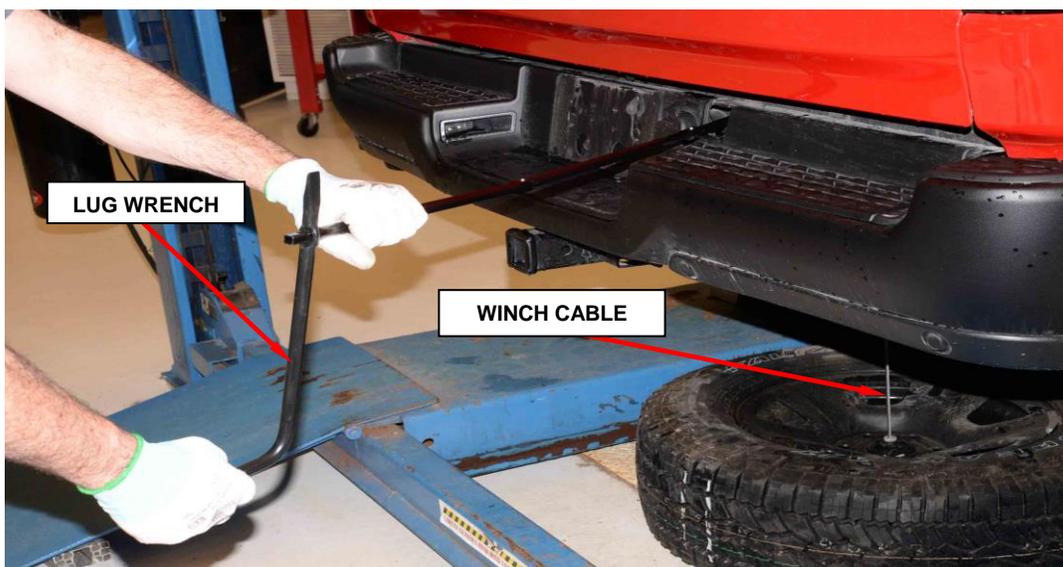


Figure 8 – Spare Tire Removal

Service Procedure [Continued]

7. Disconnect the winch cable from the tire and remove the tire from the vehicle wheel (Figure 9).
8. Remove the tire from the wheel and install onto the **NEW** wheel with a **NEW** valve stem, balance and set tire pressure according to the vehicle's tire placard label.



Figure 9 – Spare Tire Winch Release

NOTE: Dealers are required to drill a half inch hole into the removed wheel, and dispose it in accordance to their state rules and regulations.

9. Align the spare tire to the underbody and insert the winch cable end into the center of the wheel (Figure 9).
10. Turn the winch in the clockwise direction until the tire is fully retracted into the spare tire area (Figure 8).
11. Reinstall the access cover (Figure 7).
12. Disassemble the winch tools and place them into the storage bag.
13. Strap the storage bag to the jack and insert the assembly under the passenger seat, making sure to align the jack end to the wing bolt (Figure 4).
14. Align the access cover to the seat and install the cover (Figure 3).

DANGER: After using the winch tools, always reinstall them in the original carrier and location. While driving you may experience abrupt stopping, rapid acceleration or sharp turns. A loose jack, tools, bracket or other objects in the vehicle may move around with force, resulting in serious injury.

Service Procedure [Continued]

14. Return the vehicle to the customer.

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

Use one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect for correct spare wheel	22-V8-11-81	0.2 hours
Inspect and replace spare wheel	22-V8-11-82	0.6 hours

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 Service / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

V81

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403.** An agent can confirm part availability and help schedule an appointment
- 3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity.

DEALERSHIP INSTRUCTIONS

Please reference CSN V81.

CUSTOMER SATISFACTION NOTIFICATION

Incorrect Spare Wheel (Rim)

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 ^[1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2019 (DT) RAM 1500 Pickup] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The spare wheel on your vehicle may be equipped with a spare wheel different than what is indicated on the Monroney label.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION

FCA will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect and if required replace the spare wheel. The estimated repair time is about an hour. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

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. ^[2] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the repair performed.

We apologize for any inconvenience, but are sincerely concerned about your satisfaction. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] You can also mail in 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.