

December 2019

Dealer Service Instructions for:

Customer Satisfaction Notification VA2 Power Take-Off

Remedy Available

2019 (DD) RAM 3500 Cab Chassis

2019 (DP) RAM 4500/5500 Cab Chassis

*NOTE: This campaign applies only to the above vehicles **equipped with Power Take-Off Prep** (sales codes **LBN or LBV**).*

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

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 Powertrain Control Module (PCM) on about 2,870 of the above vehicles may be damaged by a voltage spike when the aftermarket up-fit Power Take-Off (PTO) is disengaged. This can result in an illuminated Malfunction Indicator Lamp (MIL) and an inoperative PTO.

Repair

Install a jumper harness with a diode to protect the PCM from damage.

Parts Information

<u>Part Number</u>	<u>Description</u>
68496218AA	Diode Jumper Harness Kit

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Jumper Harness
1	Fir Tree Tie Strap
1	Tie Strap

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

NOTE: To enhance customer satisfaction, remember to reset the clock when you have completed the service procedure.

NOTE: If the vehicle is equipped with an auxiliary battery, when disconnecting and isolating the negative battery cable for the 12-volt system, both batteries will need to be disconnected to power down the vehicle.

1. Disconnect the Intelligent Battery Sensor (IBS) wire harness connector (Figure 1).



Figure 1 – IBS Wire Harness Connector

NOTE: Failure to disconnect the IBS wire harness can lead to damage of the IBS wire harness connector.

Service Procedure [Continued]

2. Loosen and remove the ground terminal nut from the IBS ground terminal stud. Remove the negative battery cable from the IBS stud and isolate it (Figure 2).

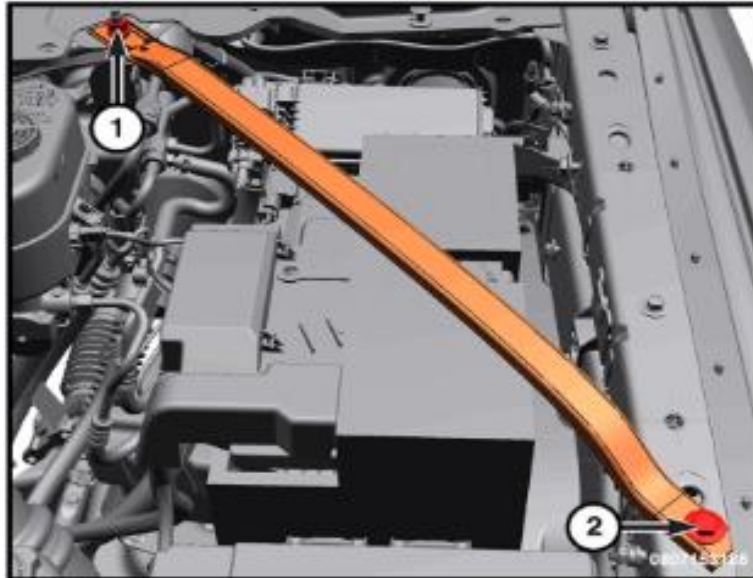
**Figure 2 – IBS Ground Terminal Stud**

3. If the vehicle is equipped with an auxiliary battery, loosen and remove the ground clamp from the battery and isolate it (Figure 3).

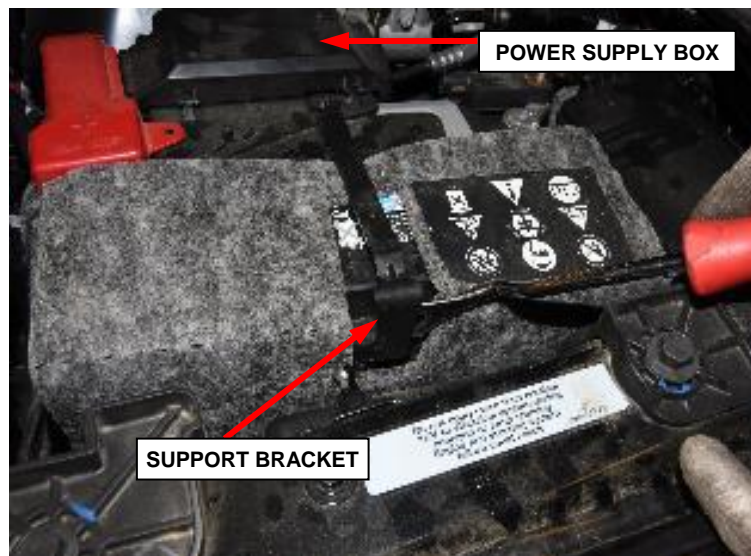
**Figure 3 – Auxiliary Battery Ground Clamp**

Service Procedure [Continued]

4. Loosen the driver side support brace nut (1) at the cowl and remove the bolt (2) at the fender. Swing the driver side support brace aside (Figure 4).

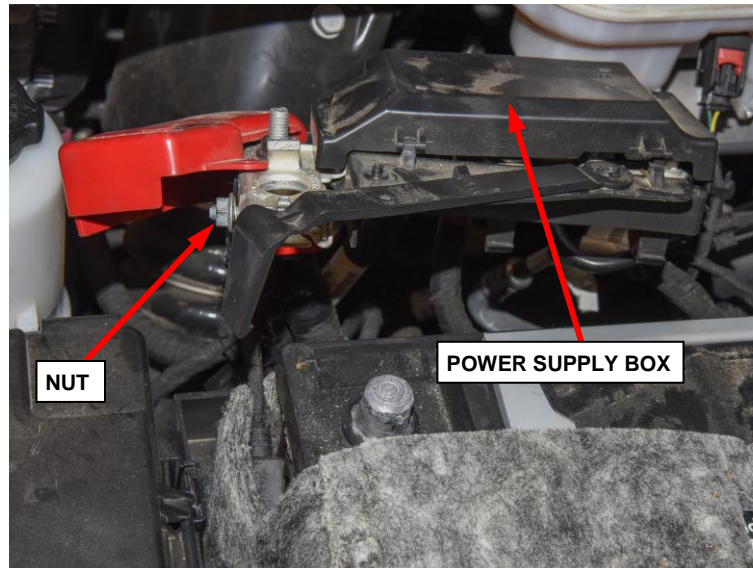
**Figure 4 – Support Brace**

5. Disconnect the power supply box support bracket from the battery (Figure 5).

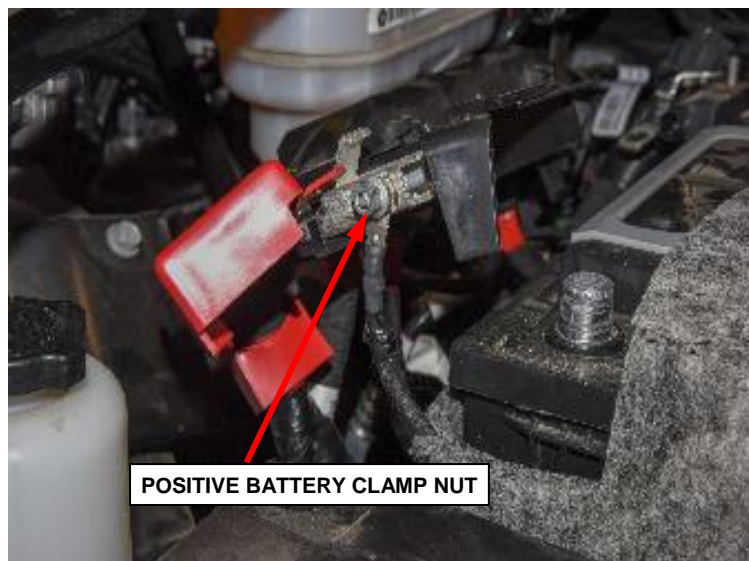
**Figure 5 – Support Bracket**

Service Procedure [Continued]

6. Loosen the positive battery clamp nut and remove the positive battery cable complete with power supply box (Figure 6).

**Figure 6 – Power Supply Box**

7. Remove and save the positive battery clamp nut, then remove the eyelet (Figure 7).

**Figure 7 – Positive Battery Clamp Nut**

Service Procedure [Continued]

8. Remove the battery thermal cover from the battery (Figure 8).

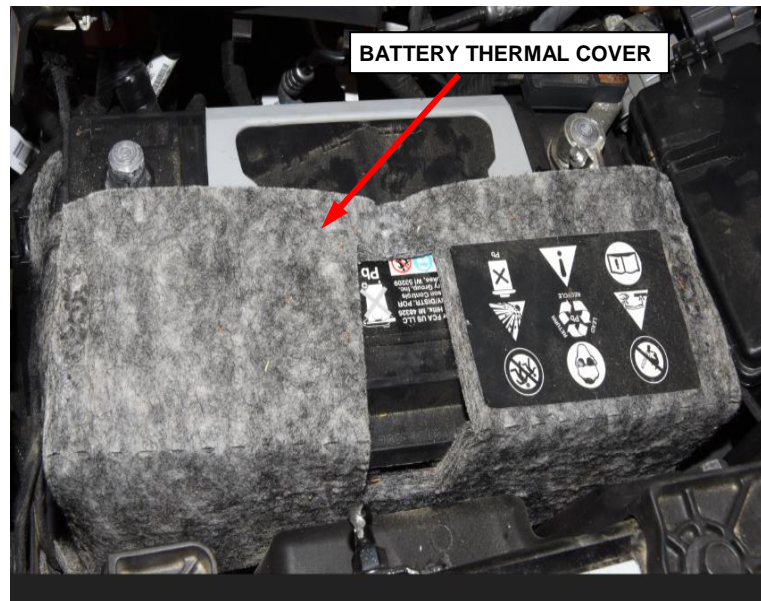


Figure 8 – Battery Thermal Cover

9. Remove the battery retainer bolt and remove the retainer that holds the battery to the tray (Figure 9).
10. Remove the battery from the vehicle.

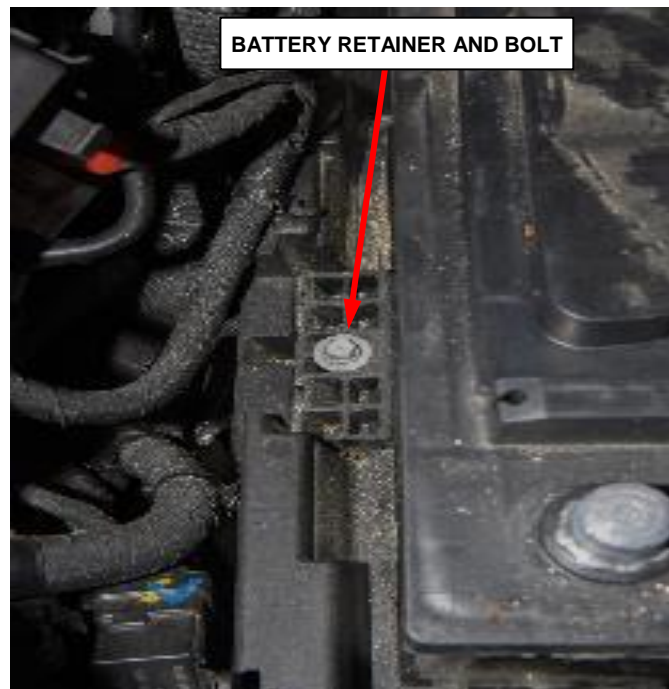


Figure 9 – Battery Retainer and Bolt

Service Procedure [Continued]

11. Remove the two bolts retaining the auxiliary PDC to the battery tray. Remove the small harness fir tree tie strap from the tab on the auxiliary PDC (gas engine only) (Figure 10).

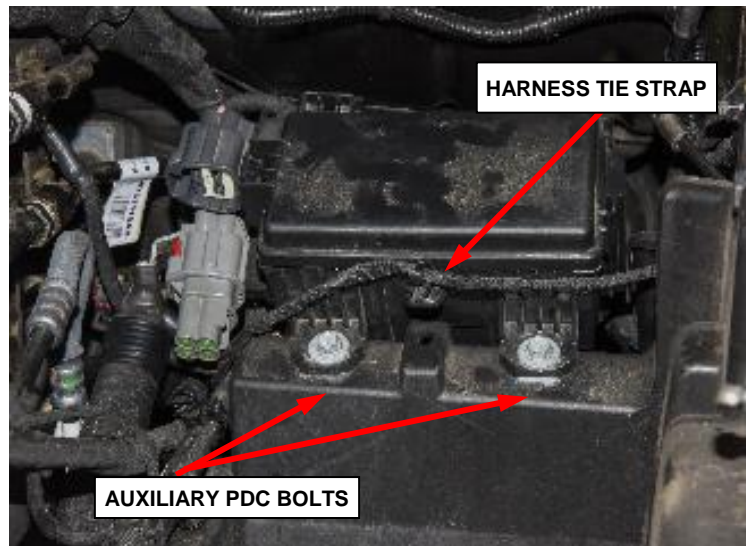


Figure 10 – Auxiliary PDC Bolts and Harness Tie Strap

12. Remove the auxiliary harness bracket from the auxiliary PDC by pressing the lock tab and pulling the bracket upward. Roll the auxiliary PDC forward into the open space of the battery tray (Figure 11).

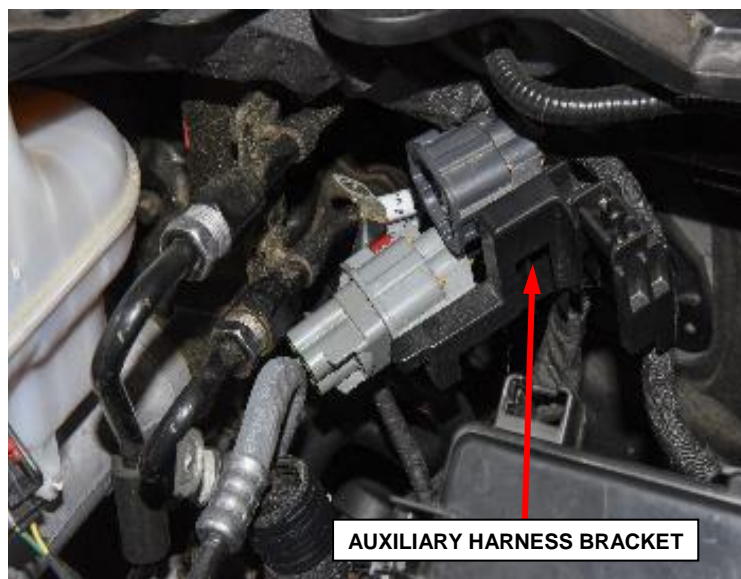


Figure 11 – Auxiliary Harness Bracket

Service Procedure [Continued]

13. Remove the auxiliary harness bracket from the fir tree tie strap on the combo dash harness (bracket hole circled for emphasis, diesel only) (Figure 12).



Figure 12 – Auxiliary Harness Bracket from Forward I/P Harness

14. Remove and save the male PTO harness connector body from the PTO harness (Figure 13).

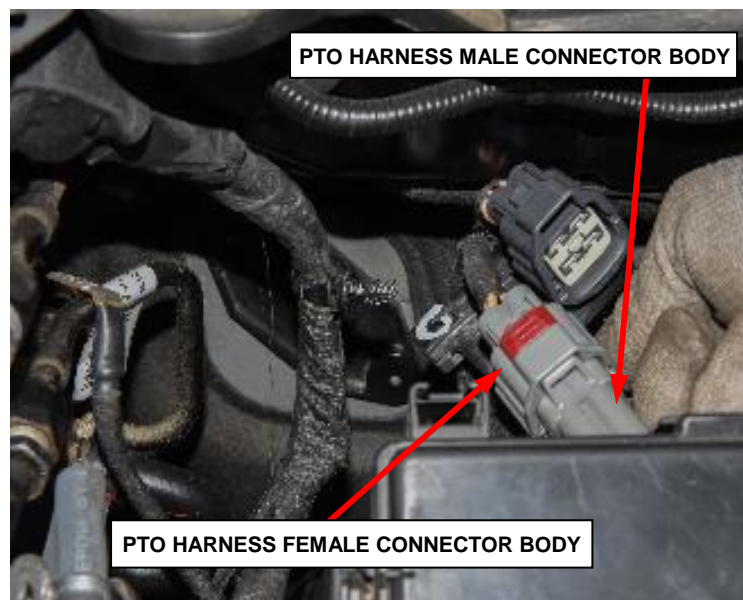


Figure 13 – PTO Harness Connector Bodies

Service Procedure [Continued]

15. Remove the PTO harness female connector body from the bracket.

16. Install the female end of the diode jumper harness to the bracket.

17. Connect the male end of the jumper to the female end of the PTO harness. Verify that the Connector Position Assurance (CPA) lock is secure (Figure 14).

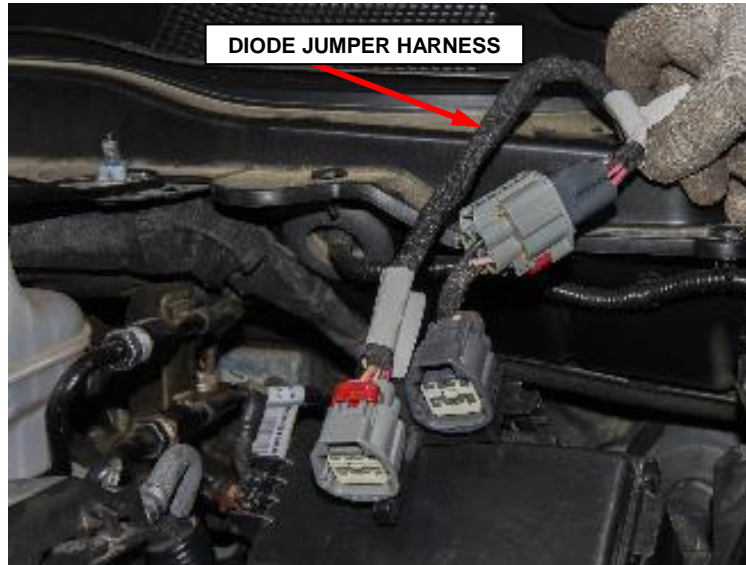


Figure 14 – Adding the Jumper Harness

18. Install the male PTO harness connector body, removed at step 14, into the female connector body of the diode jumper harness. Verify that the Connector Position Assurance (CPA) lock is secure.

19. Install the new tie strap (without fir tree) from the kit to secure the bundle of harnesses. Remove the excess length from the tie strap (Figure 15).



Figure 15 – Adding Harness Tie Strap

Service Procedure [Continued]

20. Carefully remove the original fir tree tie strap from the combo dash harness. Secure the auxiliary harness bracket to the combo dash harness fir tree tie strap (Figure 16).

21. Roll the auxiliary PDC back into place while clipping the auxiliary harness bracket to the back side of the PDC.

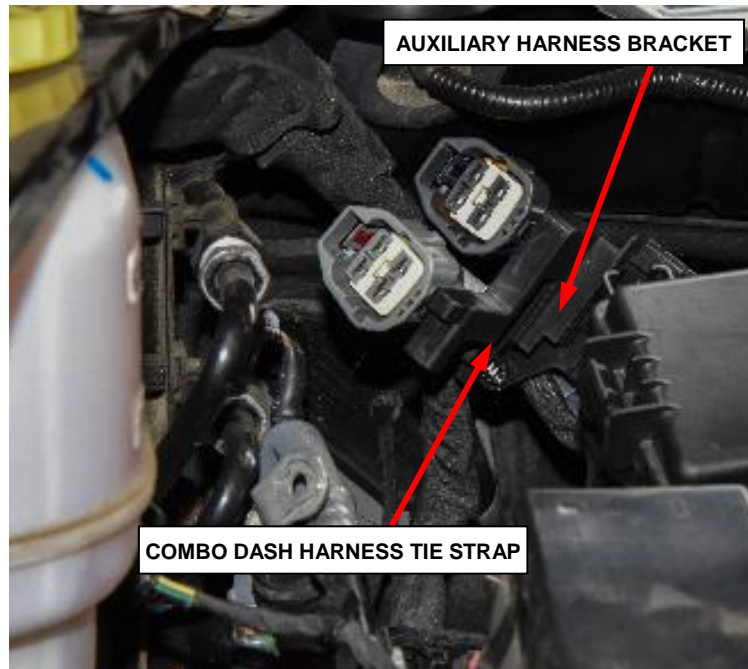


Figure 16 – Auxiliary Harness Bracket to Forward I/P Harness

22. Install and tighten the two bolts retaining the auxiliary PDC to the battery tray. Secure the small harness fir tree tie strap to the tab on the auxiliary PDC (Figure 10).

23. Install the battery to the vehicle.

24. Install the battery retainer and bolt to the vehicle. Tighten the bolt to 8 N·m (71 in. lbs.) (Figure 9).

25. Install the battery thermal cover to the battery. **Diesel engine only:** Ensure that the small wire and eyelet pass inside the cover as originally installed (Figure 8).

26. Install the eyelet to the positive battery clamp stud, then install the nut. Install the clamp to the battery. Tighten the nut to 7 N·m (62 in. lbs.) (Figure 7).

27. Install the support bracket for the power supply box to the battery (Figure 5).

Service Procedure [Continued]

28. Return the support brace to its mounting location. Install the bolt (2). Tighten the bolt (2) and nut (1) to 22 N·m (16 ft. lbs.) (Figure 4).

NOTE: If the vehicle is equipped with an auxiliary battery, install the negative clamp on the negative battery post and tighten to the proper torque specification prior to connecting the IBS.

29. Connect the auxiliary battery ground clamp to the battery. Tighten the clamp nut to 7 N·m (62 in. lbs.) (Figure 3).

30. Connect the negative battery cable to the IBS. Tighten the nut to 11 N·m (97 in. lbs.) (Figure 2).

31. Reconnect the IBS wiring harness connector (Figure 1).

32. Close the hood.

33. 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 <u>Number</u>	Time <u>Allowance</u>
Install Diode Jumper Harness	08-VA-21-82	0.5 hours

Add the cost of the parts package plus applicable dealer allowance to your claim.

Add the cost of the parts plus applicable dealer allowance to your claim. In addition, enter “MATL” in the Part Number section of your claim with the applicable Material Allowance where appropriate.

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

VA2

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 VA2.

CUSTOMER SATISFACTION NOTIFICATION

Power Take-Off

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 (DD) RAM 3500 Cab Chassis, and (DP) Ram 4500/5500 Cab Chassis] vehicles equipped with the Power Take-Off (PTO) option.

WHY DOES MY VEHICLE NEED REPAIRS?

The Powertrain Control Module (PCM) in your vehicle may be damaged by a voltage spike when the aftermarket up-fitter PTO is disengaged. **This can result in an illuminated Malfunction Indicator Lamp (MIL) and an inoperative PTO.**

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 install a jumper harness to protect the PCM from damage. The estimated repair time is one half 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.