



March 2020

Dealer Service Instructions for:

## Customer Satisfaction Notification VF1 Seat Heater Switch

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### Remedy Available

- 2019 (DF) Ram 3500 10K LB. Cab Chassis
- 2019 (DD) Ram 3500 Cab Chassis
- 2019 (DP) Ram 4500/5500 Cab Chassis

*NOTE: This campaign applies only to the above vehicles equipped with SLT Trim, Heated Seats (sales code AGF) and 5" radio (sales codes UAA or UCA).*

*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 touch screen seat heater switches on about 40 of the above vehicles may be missing.

**Repair**

Replace the 5” radio with an 8.4” radio and associated trim, then update the BCM configuration.

**Alternate Transportation**

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that radio replacement is required and the vehicle must be held overnight.

**Parts Information**

<u>Part Number</u>	<u>Quantity</u>	<u>Description</u>
68428584AC	1	Radio
68354583AA	1	Bracket, Instrument Panel Upper
5YU433XLAF	1	Bezel
68370125AB	1	Center Stack Trim (with sales code NEN – Diesel Exhaust Brake
68340284AD	1	Center Stack Trim (without sales code NEN)

**Parts Return**

No parts return required for this campaign.

## Special Tools

The following special tools are required to perform this repair:

- NPN wiTECH micro pod II
- NPN Laptop Computer
- NPN wiTECH Software

## Service Procedure

### A. Remove Trim and Radio

**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

**Service Procedure [Continued]**

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

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]**

**CAUTION: DO NOT** pry against the face of the radio, or passenger side/ignition switch bezel applique surfaces. Only pry on the **OUTER** perimeter of the bezel.

**WARNING: On vehicles equipped with airbags, disable the airbag system before attempting any steering wheel, steering column, seat belt tensioner, or instrument panel component diagnosis or service. Disconnect and isolate the battery negative (ground) cable, then wait two minutes for the airbag system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the airbag system. Failure to take the proper precautions could result in accidental airbag deployment and personal or fatal injury.**

4. Remove the upper center bezel tray liner (Figure 4).
5. Remove the two screws from the upper tray. Save the screws.



**Figure 4 – Upper Tray Liner**

**Service Procedure [Continued]**

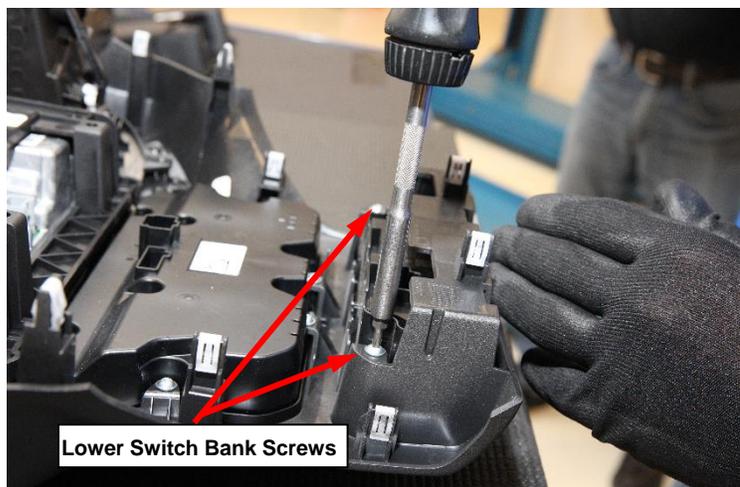
- Grabbing the edges of the bezel firmly, disengage the retainer clips that secure the instrument panel center bezel to the instrument panel (Figure 5).



**Figure 5 – Instrument Panel Center Bezel**

**NOTE: Mark the wire harness connectors when disconnecting to avoid cross connecting harness.**

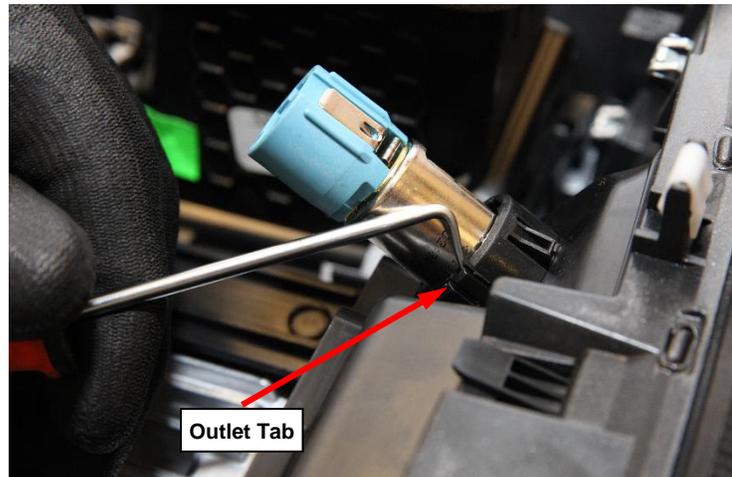
- Disconnect the wiring harness connectors from the switches, radio and power outlet on the instrument panel center bezel.
- Remove two screws from the lower switch bank. Save the screws (Figure 6).
- Release the four latches and remove the switch bank. Set this switch bank aside for reuse later.



**Figure 6 – Lower Switch Bank Screws**

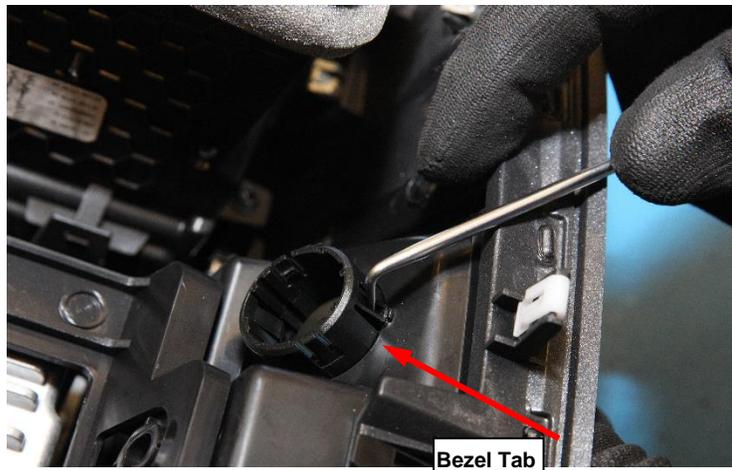
**Service Procedure [Continued]**

10. Use a small hook tool to release the two tabs and remove the power outlet (Figure 7).



**Figure 7 – Release Outlet Tabs**

11. Release the two tabs and remove the power outlet bezel (Figure 8).



**Figure 8 – Release Bezel Tabs**

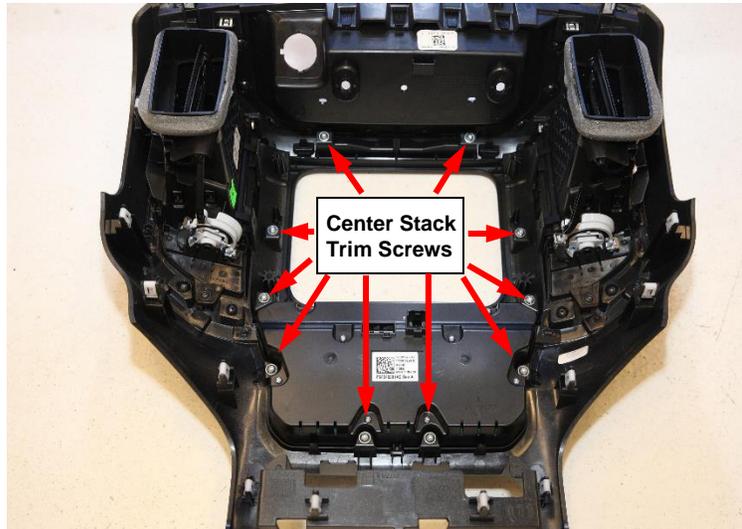
12. Remove two screws for the radio bracket. Save the screws (Figure 9).



**Figure 9 – Radio Bracket Screws**

**Service Procedure [Continued]**

13. Remove the radio bracket.
14. Remove the radio to instrument panel center bezel screws. Save the screws.
15. Remove the 10 screws attaching the center stack trim from the instrument panel center bezel (Figure 10).



**Figure 10 – Center Stack Trim Screws**

**B. Install Trim and Radio**

16. Install the 10 screws attaching the center stack trim to the instrument panel center bezel (Figure 10).
18. Install the radio with the radio to instrument panel center bezel screws.
17. Install the new radio bracket.
18. Install two screws for the radio bracket (Figure 9).
19. Install the power outlet bezel.
20. Install the power outlet.
21. Install the switch bank to the instrument panel center bezel by pressing it into place until the four latches are seated.
22. Install two screws to the lower switch bank (Figure 6).

**Service Procedure [Continued]**

23. Connect the wire harness connectors to the switches, radio and power outlet on the instrument panel center bezel.
24. Grabbing the edges of the bezel firmly, engage the retainer clips that secure the instrument panel center bezel to the instrument panel (Figure 5).
25. Install the two fasteners to the upper tray.
26. Install the upper center bezel tray liner (Figure 4).
27. Connect the auxiliary battery ground clamp to the battery, if equipped. Tighten the clamp nut to 7 N·m (62 in. lbs.) (Figure 3).
28. Connect the negative battery cable to the IBS. Tighten the nut to 11 N·m (97 in. lbs.) (Figure 2).
29. Reconnect the IBS wiring harness connector (Figure 1).

**C. Restore Vehicle Configuration**

**NOTE: The wiTECH scan tool must be used to perform this Customer Satisfaction Notice. The wiTECH software is required to be at the latest release level before performing this procedure.**

31. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the reconfiguration process. Set the battery charger timer (if so equipped) to continuous charge.

**NOTE: Use an accurate stand-alone voltmeter. The battery charger volt meter may not be sufficiently accurate. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.**

32. Connect the wiTECH micro pod II to the vehicle data link connector located under the steering column.
33. Place the ignition in the “**RUN**” position.

**Service Procedure [Continued]**

34. Open the wiTECH 2.0 website.
35. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign in**” at the bottom of the screen. Click “**Accept**”.
36. From the “**Vehicle Selection**” screen, select the vehicle to be updated.
37. From the “**Action Items**” screen, from the left column, select “**Guided Diagnostics**”.
38. Select “**Restore Vehicle Configuration**” and follow on-screen prompts.
39. Return to “**Guided Diagnostics**” (step 27). Select “**Reset ECU**”, and follow screen prompts, then select “**Radio**”. After the radio reset completes, the Heated Seat menu option or Heated Seat icon should now appear. If not, repeat this step two more times, or until it does.
40. Cycle the ignition “**OFF**”, then “**ON**” again.
41. Return to the “**Topology Screen**”.
42. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
43. Turn the ignition to the “**OFF**” position and remove the wiTECH micro pod II from the vehicle data link connector.
44. Remove the battery charger from the vehicle.
45. Close the hood and 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 the following labor operation number and time allowance:

	<b>Labor Operation <u>Number</u></b>	<b><u>Time Allowance</u></b>
Repair/Replace Radio	08-VF-11-82	0.7 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 Service / Field Operations  
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

VF1

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 VF1.

## CUSTOMER SATISFACTION NOTIFICATION

### Seat Heater Switch

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 <sup>[1]</sup>. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2019 (DF) Ram 3500, 2019 (DD) Ram 3500 Cab Chassis, 2019 (DP) Ram 4500/5500 Cab Chassis] vehicles equipped with Heated Seats and 5" radio.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The heated seat switches on your truck do not appear on the radio touch screen, therefore there are no means to activate the heated seats.

#### HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will install an 8.4" radio and trim. The estimated repair time is one 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[2]</sup> 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.