



January 2022

Dealer Service Instructions for:

Customer Satisfaction Notification YA9 D-Pillar Power Outlet

**NOTE: ProMaster repairs can only be performed by BusinessLink Dealers.
Non BusinessLink Dealers should not order parts or perform the repair.**

Remedy Available

2021 (VF) Ram ProMaster

NOTE: This campaign applies only to the above vehicles which are equipped with (sales code JKP) 12V Rear Auxiliary Power Outlet.

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 complete this campaign service on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in used vehicle inventory and those vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The 12V auxiliary power outlet at the rear D-pillar of the vehicle interior may be missing from about 1,440 of the above vehicles. An incorrect D-pillar trim (right side) may have been installed during vehicle assembly. The above vehicles with sales code JKP should be equipped with a power outlet.

Repair

Customers have been notified and provided with instructions on how to inspect their vehicle and determine if the power outlet is missing.

- If a customer calls stating their vehicle is equipped with a power outlet, please claim inspection LOP **08-YA-91-81** to close the CSN YA9.
- If customer calls stating their vehicle is missing the power outlet, please schedule an appointment to install the power outlet and complete CSN YA9.

If a vehicle in dealer inventory has CSN YA9 open, please follow the inspection procedure to determine if the power outlet is missing prior to ordering any parts. Inspection procedure does **NOT** require a technician or skilled personal to perform. Simple visual inspection only.

Inspection Procedure

1. Access the interior of the vehicle.
2. Locate the right side rear D-pillar trim panel. (Figure 1)

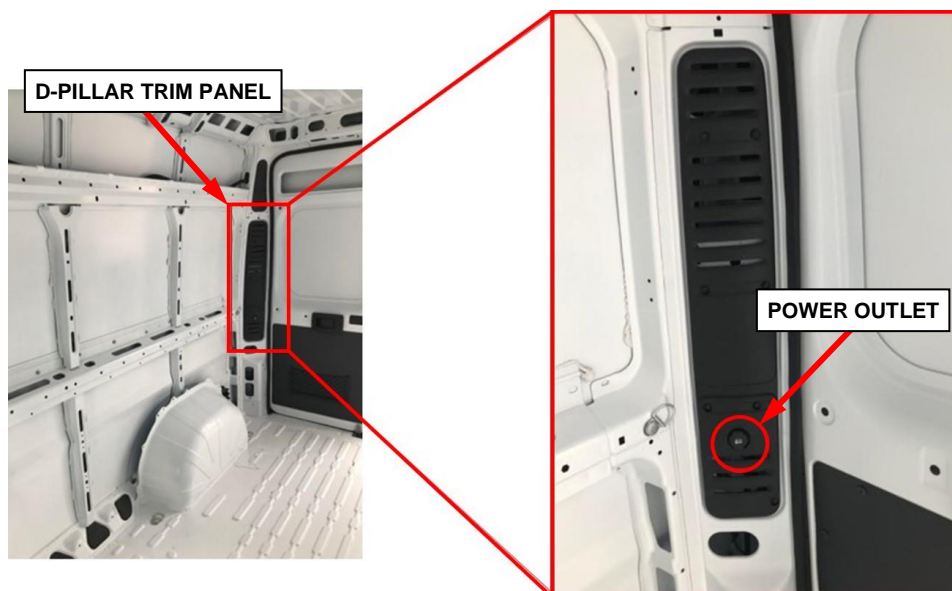


Figure 1 – Right Side Rear D-Pillar Trim Panel With Power Outlet

Inspection Procedure [Continued]

3. Is there a power outlet located in the D-pillar trim panel? (Figure 2)

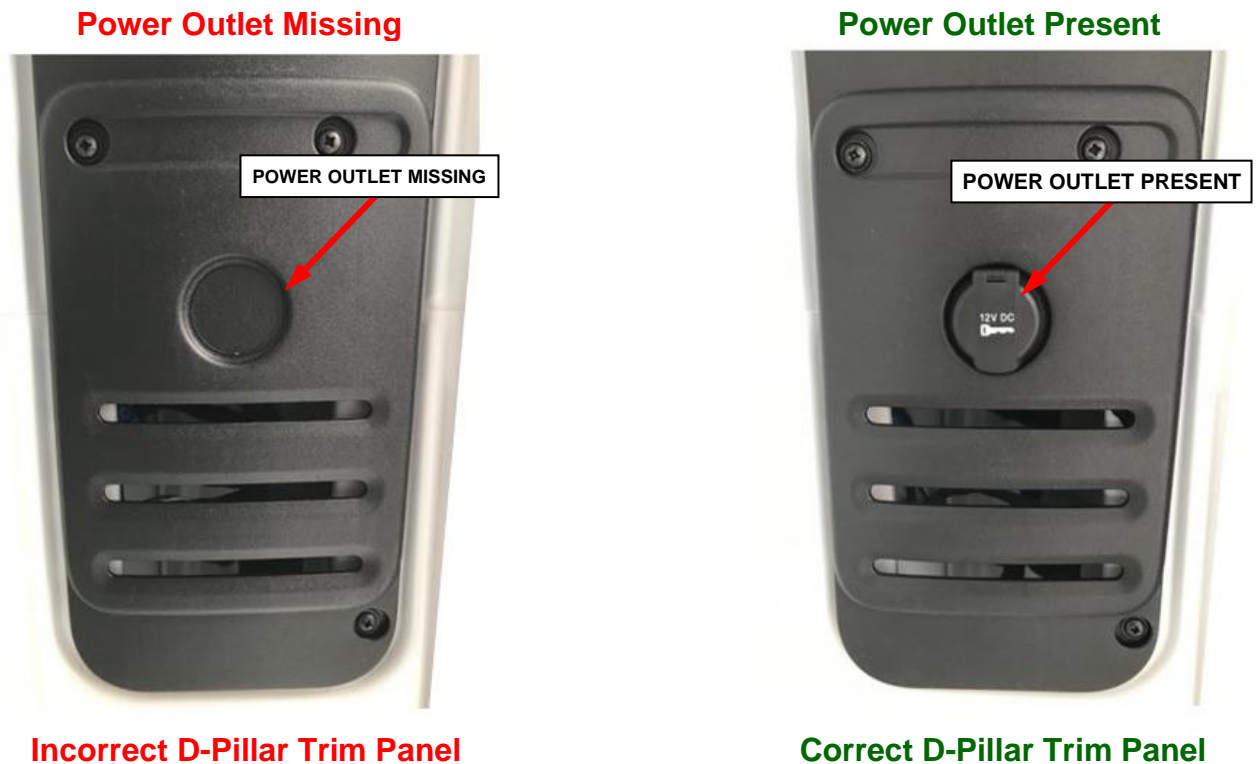


Figure 2 – Inspect the Right Side Rear D-Pillar Trim Panel for a Power Outlet

Power Outlet Present: Vehicle will not require repair. Claim the inspection LOP 08-YA-91-81 to close the Customer Satisfaction Notification Campaign YA9.

Power Outlet Missing: Order the necessary parts listed in the Parts Information section of this document then have a technician perform the Service Procedure.

Parts Information

NOTE: Parts should be ordered only AFTER the customer inspects their vehicle and determines that the power outlet is missing. *Very few vehicles are expected to require power outlet installation.*

<u>Part Number</u>	<u>Qty.</u>	<u>Description</u>
1ZR82JXWAC	1	Trim Panel – Right Rear Quarter Close-Out
68476797AA	1	Power Outlet
05026970AA	1	Cap, Power Outlet
06106929AA	7	Trim Screw

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Remove the seven screws (2) then remove the quarter trim panel (1) and discard (Figure 3).
2. Obtain the NEW parts. Assemble the power outlet to the cap then install the assembly into the quarter trim panel (Figure 4).

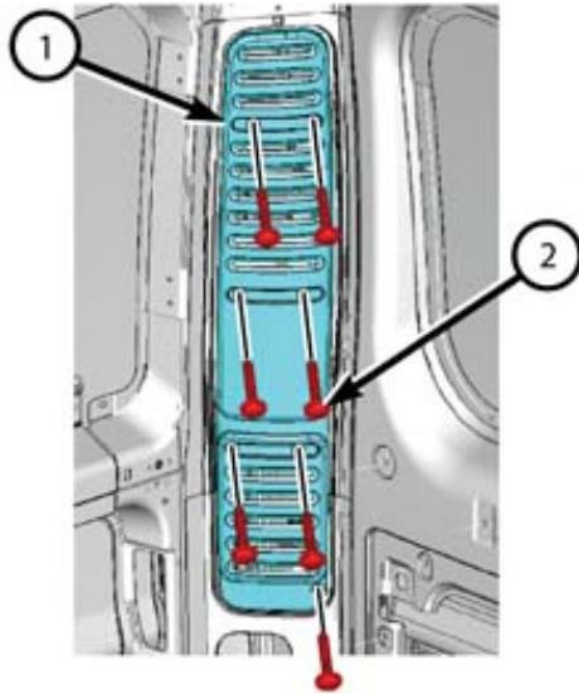


Figure 3 – Right Rear Quarter Trim

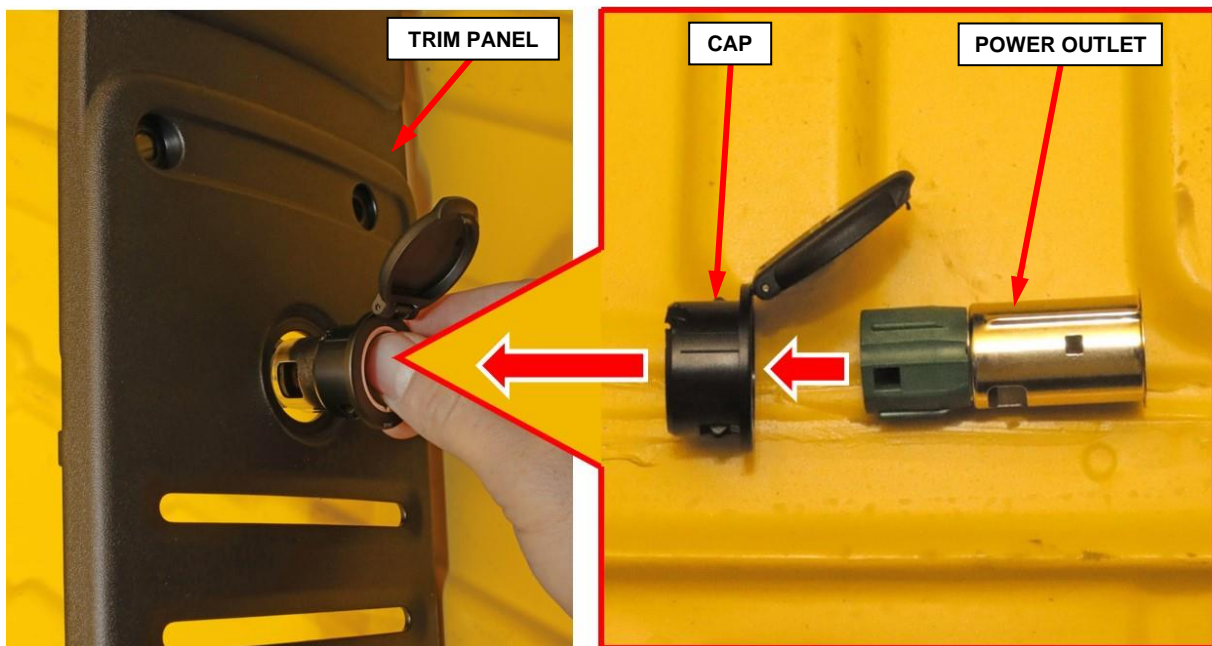


Figure 4 – Assemble NEW Parts: Power Outlet and Cap to Trim Panel

Service Procedure [Continued]

3. Connect the vehicle wire harness connector to the power outlet (Figure 5).

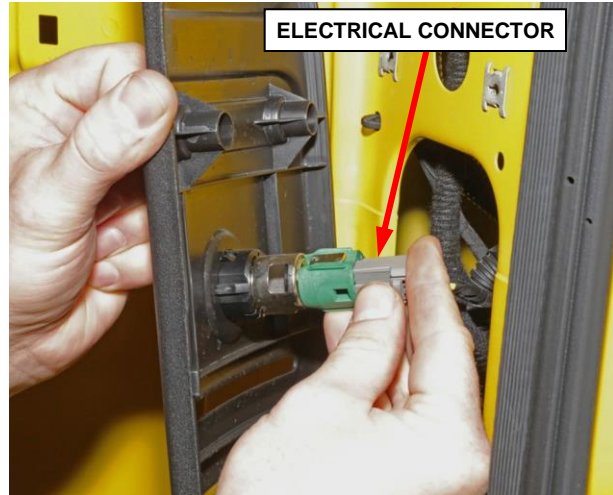


Figure 5 – Connect Wire Harness Connector to Power Outlet

4. Position the NEW quarter trim panel with power outlet to the D-pillar then securely fasten with the seven screws (Figure 6).

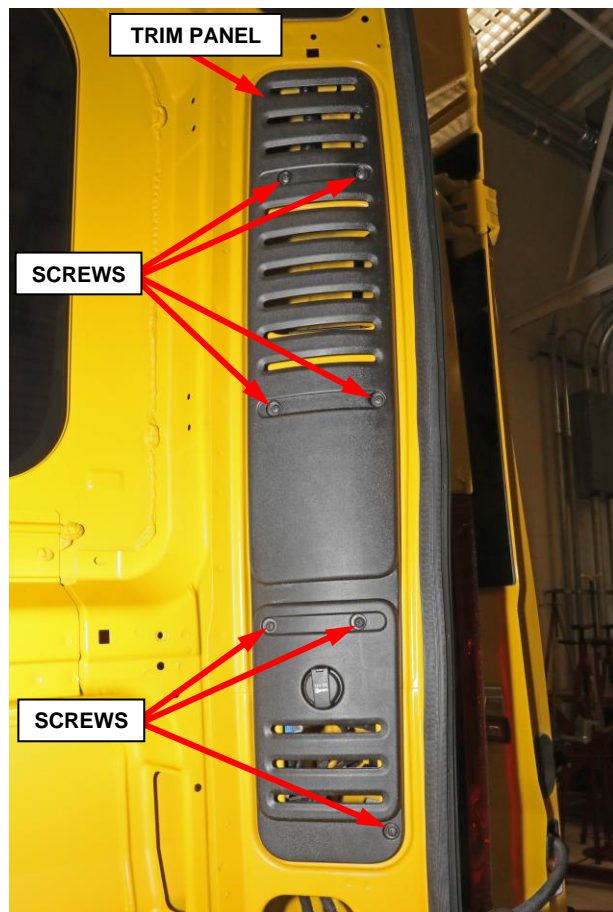


Figure 6 – Install Trim Panel then Fasten Securely with Screws

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 numbers and time allowances:

	Labor Operation Number	Time Allowance
Power Outlet Already Present (Confirmed by Customer or Visual Inspection)	08-YA-91-81	0.0 hours
Install Power Outlet and Trim Panel	08-YA-91-82	0.2 hours
<u>Related operations</u>		
Handling Fee to close CSN YA9 (Apply toward Inspection LOP 08-YA-91-81 ONLY)	95-08-28-06	\$5

Add the cost of the campaign parts 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 campaign 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

YA9

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. **RECOMMENDED OPTION**

Call your authorized *BusinessLink* dealer.

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 YA9.

CUSTOMER SATISFACTION NOTIFICATION

D-Pillar Power Outlet

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 [2021 Model Year (VF) Ram ProMaster] vehicles equipped with sales code JKP (12V Rear Auxiliary Power Outlet).

WHY DOES MY VEHICLE NEED REPAIRS?

The power outlet at the rear D-pillar of your vehicle interior may be missing. An incorrect D-pillar trim (right side) may have been installed. Your vehicle should have a D-pillar trim with a power outlet installed.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

Please refer to the enclosed instructions to verify if your vehicle already has a power outlet installed or if it is missing from the D-Pillar trim.

If the power outlet is already installed on your vehicle, please contact your authorized *BusinessLink* dealer to let them know that your vehicle is already equipped with a power outlet and to remove Customer Satisfaction Notification Campaign YA9 from your vehicle. Your vehicle will not require repair.

If the power outlet is missing from your vehicle, FCA US will repair your vehicle free of charge (parts and labor). To do this, your authorized *BusinessLink* dealer will replace the incorrect D-pillar trim with a D-pillar trim containing power outlet. The estimated repair time is 30 minutes. 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 BUSINESSLINK 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.

Customer Satisfaction Notification YA9

D-Pillar Power Outlet

Customer Inspection Procedure

1. Access the interior of the vehicle.
2. Locate the right side rear D-pillar trim panel. (Figure 1)

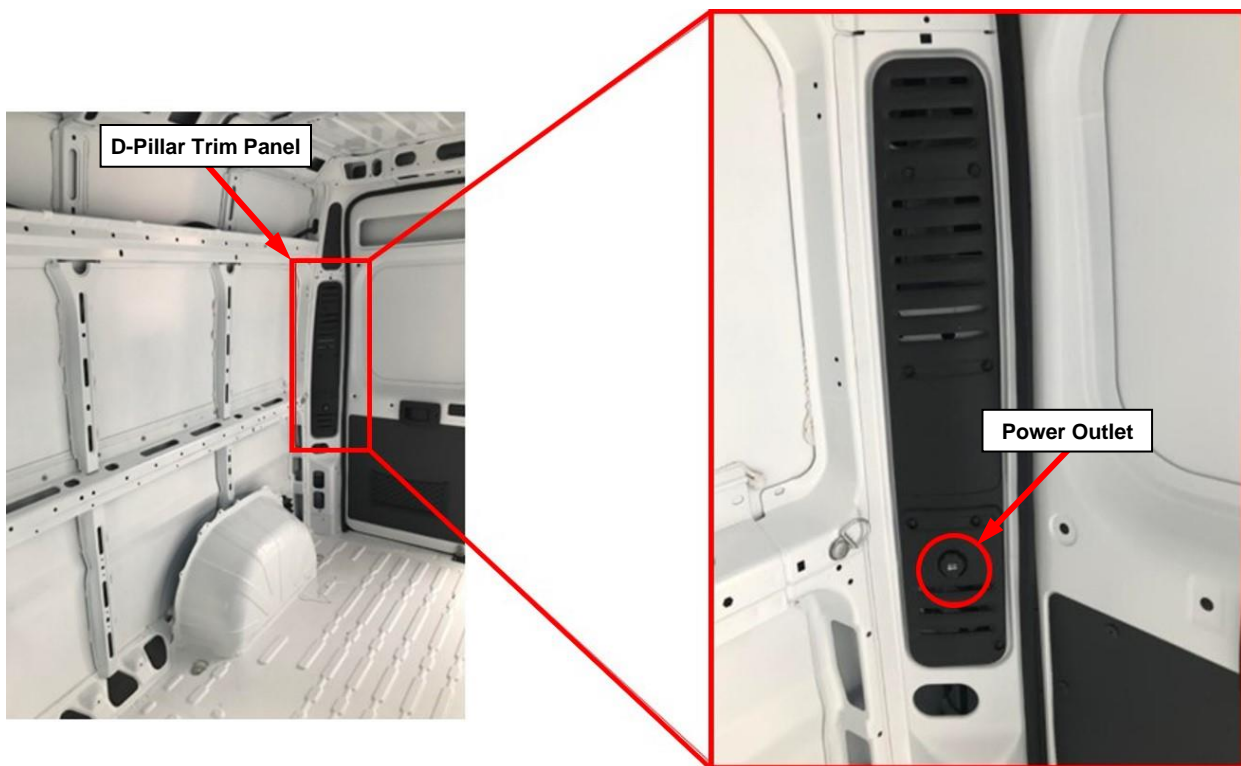


Figure 1 – Right Side Rear D-Pillar Trim Panel With Power Outlet

Customer Inspection Procedure [Continued]

3. Is there a power outlet located in the D-pillar trim panel? (Figure 2)

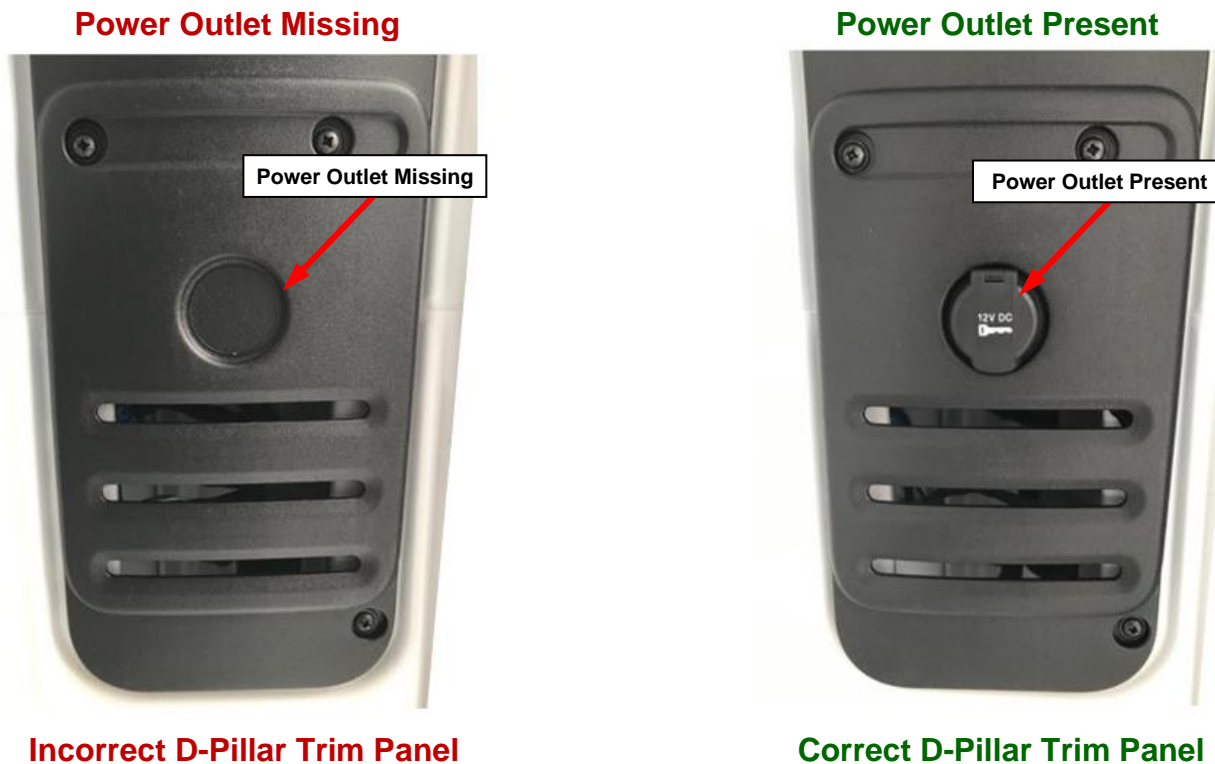


Figure 2 – Inspect the Right Side Rear D-Pillar Trim Panel for a Power Outlet

4. Contact your authorized *BusinessLink* dealer.

NOTE: ProMaster repairs can only be performed by BusinessLink Dealers.

Power Outlet Present: Tell your authorized *BusinessLink* dealer that your vehicle is already equipped with a power outlet and to please remove your vehicle from Customer Satisfaction Notification Campaign YA9. Your vehicle will not require repair.

Power Outlet Missing: Tell your authorized *BusinessLink* dealer that your vehicle is missing the power outlet and to please schedule an appointment to install the power outlet to complete Customer Satisfaction Notification Campaign YA9.