



October 2022

Dealer Service Instructions for:

Customer Satisfaction Notification Z91

Telematics Box Module

Remedy Available

2022 (DT) Ram 1500 Pickup

NOTE: This recall applies only to the above vehicles equipped with sales code RDG = Global Telematics Box Module.

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 Telematics Box Module (TBM) on about 26 of the above vehicles may be the incorrect TBM for the vehicle. This may result in inoperative Uconnect connectivity features such as the SOS Button, Roadside Assistance, Stolen Vehicle Assistance, or Remote Operations and a message displayed on the radio “Uconnect box requires service. Please visit an authorized dealer”.

Repair

Replace the telematics box module.

Service Procedure

NOTE: The Global Telematics Box Module (TBM2) is mounted on a bracket which is bolted to the Instrument Panel (IP) carrier next to the passenger airbag (Figure 1).

1. Adjust the front seats to their full rearward position for easiest access to the Instrument Panel (IP).
2. Open the hood.
3. Disconnect the Intelligent Battery Sensor (IBS) wire harness electrical connector (Figure 2).
4. Remove the M8 nut from the IBS and remove the battery negative cable eyelet from the IBS then isolate the negative battery cable (Figure 2).

CAUTION: If the battery negative cables are not isolated it will result in the system still having a battery connection and a potential for deployment of the air bags.

5. Wait two minutes for the SRS capacitor to discharge before continuing.

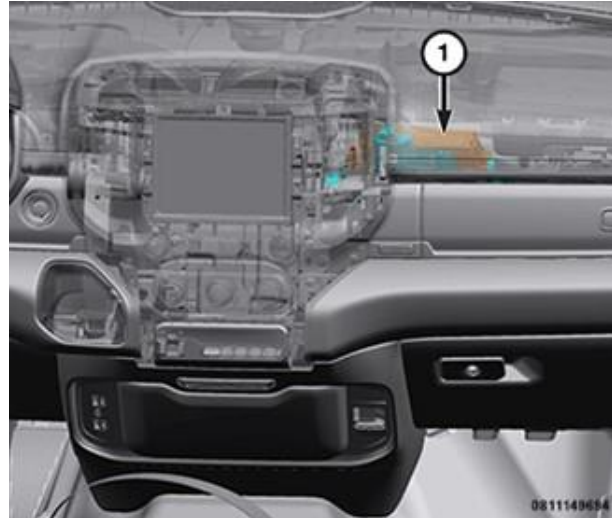


Figure 1 – TBM2 Location

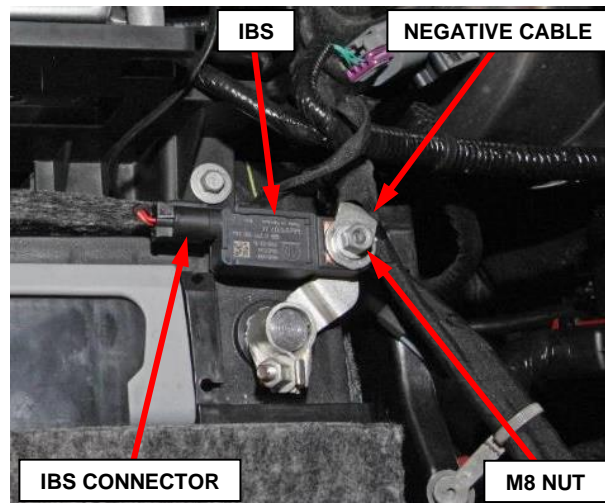


Figure 2 – Battery Ground Terminal and Intelligent Battery Sensor

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.

6. Remove the upper center bezel tray liner (1) (Figure 3).
7. Remove the fasteners (2) from the upper tray (Figure 3).



Figure 3 – Center Bezel Tray

8. Firmly grasp the sides of the IP center bezel (1) by hand, disengage the retainer clips that secure the IP center bezel to the IP (Figure 4).

NOTE: Mark the wire harness connectors when disconnecting, to avoid cross-connecting any connectors.

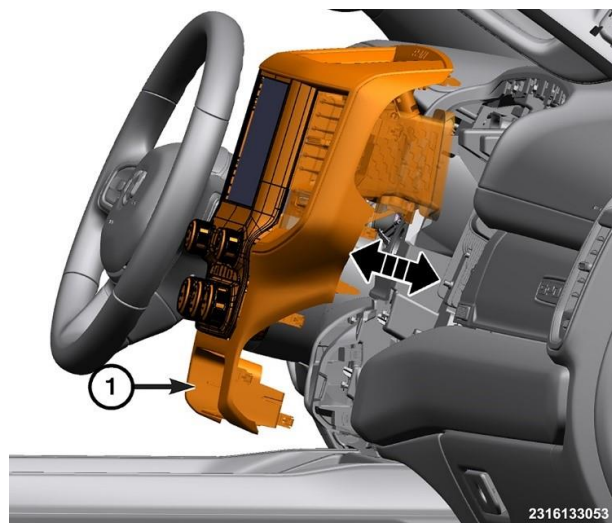


Figure 4 – IP Center Bezel

9. Disconnect the wire harness connectors.

Service Procedure [Continued]

10. Open the lower glovebox door then remove the right side IP closeout (1) (Figure 5).



Figure 5 – Right Side IP Closeout

11. Open the upper glovebox door then using a trim stick or equivalent, remove the instrument panel mid trim panel (1) (Figure 6).



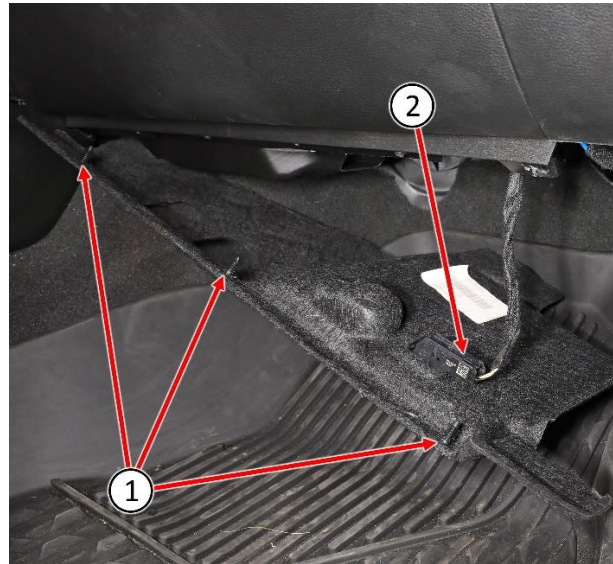
Figure 6 – IP Mid Trim Panel

Service Procedure [Continued]

12. Using a trim stick or equivalent, release the three push retainers (1) from the right side IP lower closeout panel (Figure 7).



13. If equipped, disconnect the floor lamp electrical connector (Figure 7).



14. Remove the IP lower closeout panel (Figure 7).

Figure 7 – IP Lower Closeout

Service Procedure [Continued]

15. Remove the four screws (1) securing the glove box (Figure 8).

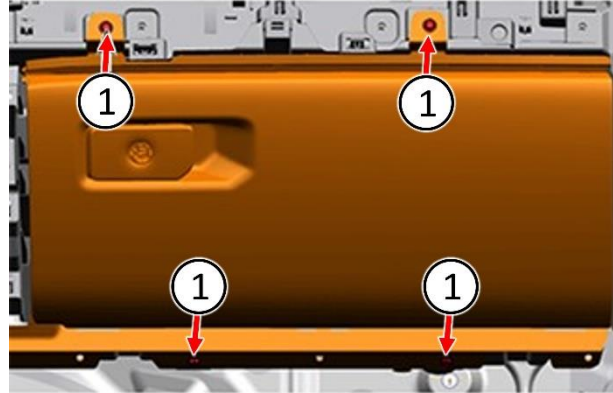


Figure 8 – Glove Box Screws

16. Carefully release the glove box retaining clips (2) then disconnect the wire harness connector (3) (Figure 9).
17. Remove the glove box from the instrument panel (Figure 9).

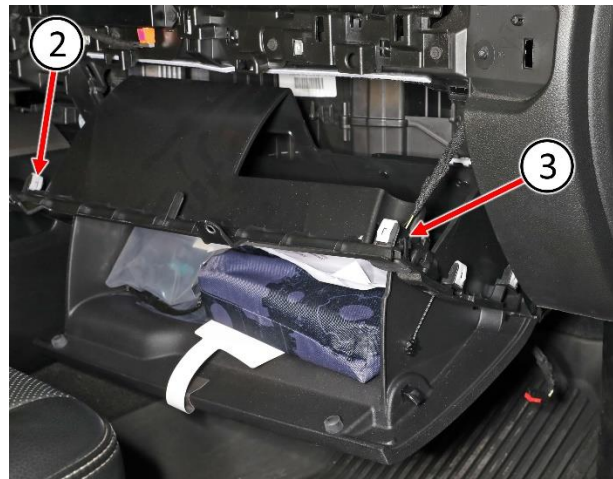


Figure 9 – Glove Box

Service Procedure [Continued]

CAUTION: Take the proper precautions to protect the instrument panel from cosmetic damage.

18. Using a trim stick or equivalent, remove the right side air outlet vent (1) (Figure 10).

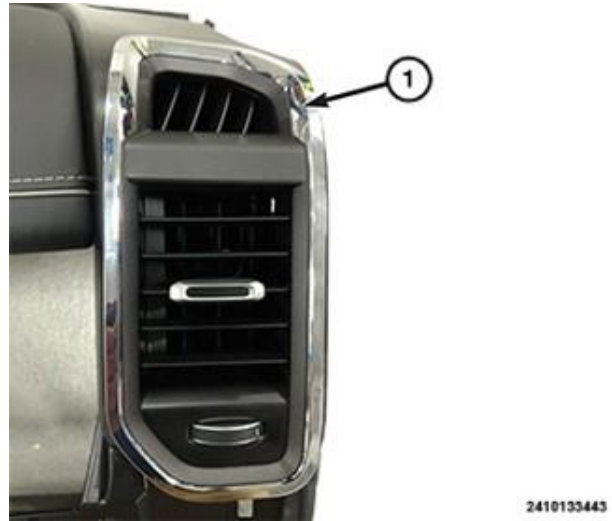


Figure 10 – Right Side Air Outlet Vent

19. Remove the antenna to instrument panel fasteners (1) then position the antenna (2) aside (Figure 11).

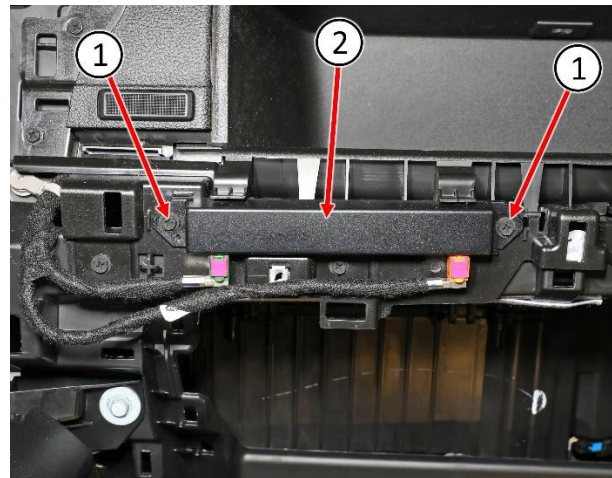


Figure 11 – Antenna

Service Procedure [Continued]

20. Reaching through the lower glove box opening, remove the two fasteners (1) located at the rear of the upper glove box (Figure 12).

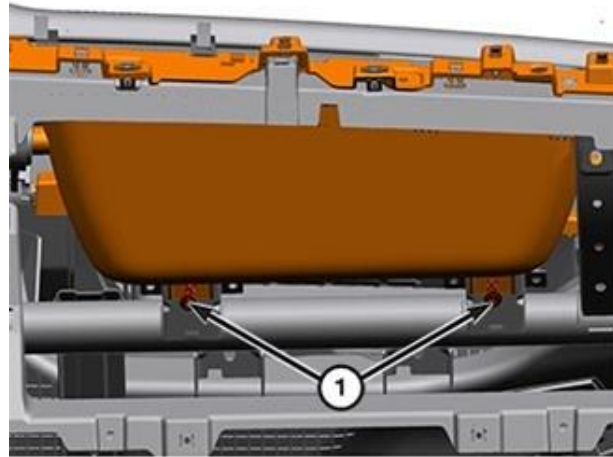


Figure 12 – Glove Box Opening

21. Remove the seven fasteners (1) securing the upper glove box (Figure 13).

NOTE: One fastener is located in the vent outlet opening.

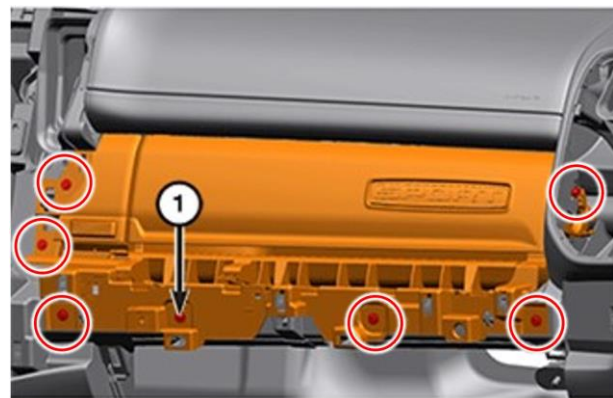


Figure 13 – Upper Glove Box

Service Procedure [Continued]

22. Partially remove the upper glove box and disconnect the upper glove box lamp wire harness connector (1) (Figure 14).



Figure 14 – Upper Glove Box Lamp

23. Remove the upper glove box (1) from the vehicle (Figure 15).

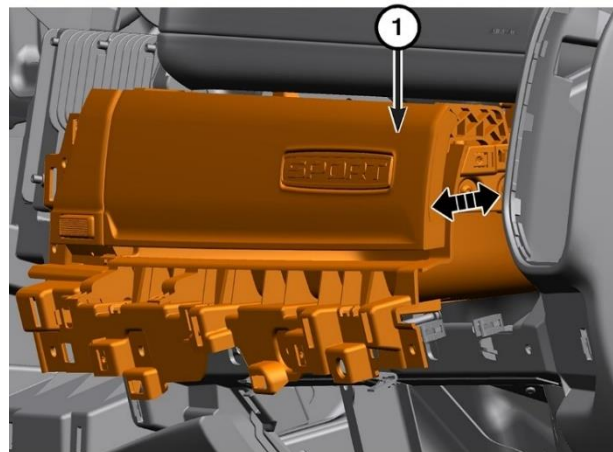


Figure 15 – Upper Glove Box

24. Remove the four screws (1) securing the radio (2) then position the radio aside (Figure 16).

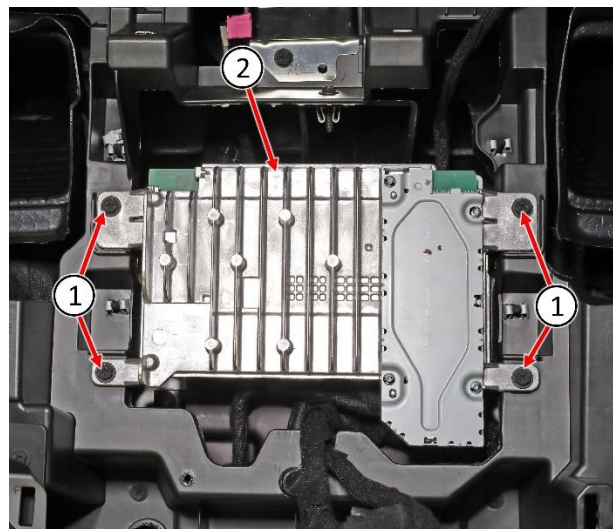


Figure 16 – Radio

Service Procedure [Continued]

25. Remove the two screws (1) from the telematics module bracket (Figure 17).

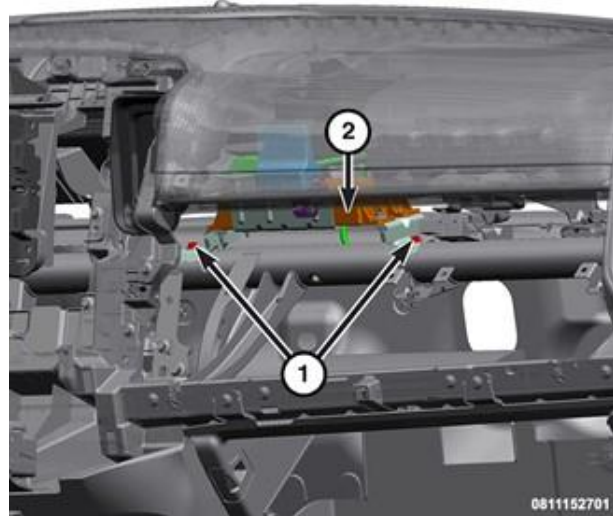


Figure 17 – Telematics Module

26. Lower the telematics module to disconnect the wire harness connectors (1, 2, 3). Then remove the telematics module, and if equipped, Long Term Evolution 2 (LTE2) antenna, Global Position System (GPS) antenna and the telematics module bracket through the glove box opening (Figure 18).

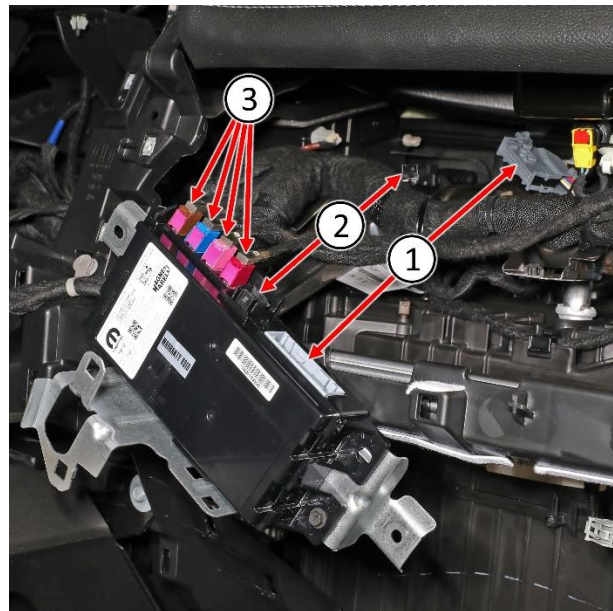


Figure 18 – Telematics Module

Service Procedure [Continued]

27. If equipped, disconnect the GPS antenna cable (2) from the telematics module (1) (Figure 19).
28. If equipped, disconnect the LTE2 antenna cable (3) from the telematics module (1) (Figure 19).
29. Remove the three screws (4) then remove the telematics module (1) from the module bracket (Figure 20).
30. Obtain the new telematics module. Render the old module unusable and discard.
31. Position the NEW telematics module (1) on the bracket then install the three screws (4) and tighten securely (Figure 20).
32. If equipped, connect the LTE2 antenna cable (3) to the telematics module (1) (Figure 19).
33. If equipped, connect the GPS antenna cable (2) to the telematics module (1) (Figure 19).

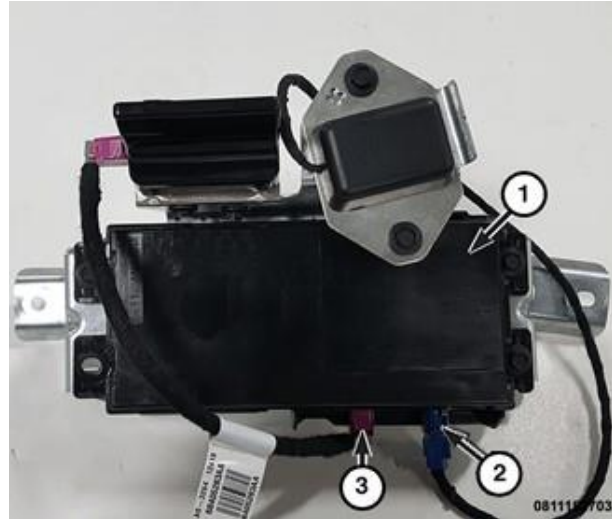


Figure 19 – Telematics Module

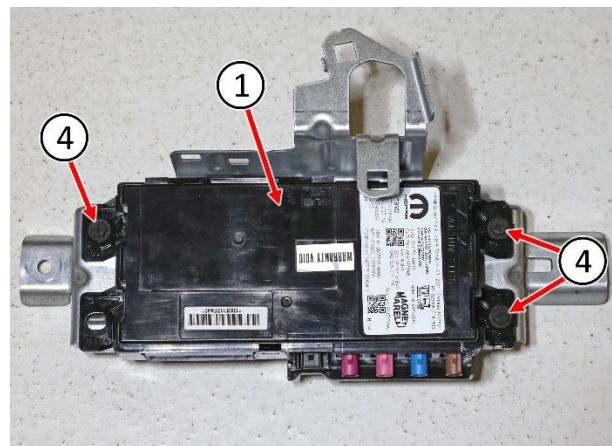


Figure 20 – Telematics Module

Service Procedure [Continued]

34. Install the telematics module and if equipped, the LTE2 antenna, GPS antenna and bracket through the IP glove box opening (Figure 18).
35. Connect all the wire harness connectors to the telematics module (Figure 18).
36. Position the telematics module (2) to the IP reinforcement bar, then install the two screws (1) securing the telematics module bracket and tighten securely (Figure 17).
37. Position the radio (2) then install the four screws (1) and tighten securely (Figure 16).
38. Position the upper glove box (1) near to the mounting location in the vehicle (Figure 15).
39. Connect the storage bin light wire harness connector (1) (Figure 14).
40. Fully seat the upper glove box to the instrument panel then install and securely tighten the seven upper glove box fasteners (1) (Figure 13).
41. Reaching through the lower glove box opening, install the two upper glove box fasteners (1) at the rear of upper glove box and tighten securely (Figure 12).
42. Position the antenna onto the instrument panel then install and securely tighten the antenna to instrument panel fasteners (2) (Figure 11).
43. Position the air outlet vent (1) to the instrument cluster bezel and engage the retaining clips. Be certain the retainers are fully engaged (Figure 10).
44. Connect the wire harness connector (3) while positioning the glove box to the instrument panel, fully seating retaining clips (2) (Figure 9).
45. Install the four mounting screws (1) and tighten securely (Figure 8).

Service Procedure [Continued]

46. Position the instrument panel lower closeout panel and if equipped, connect the floor lamp electrical connector (Figure 7).
47. Install the instrument panel lower closeout panel push retainers (1) (Figure 7).
48. Install the mid trim panel (1) (Figure 6).
49. Install the right side instrument panel closeout (1) (Figure 5).
50. Position the instrument panel center bezel near the instrument panel and connect the wire harness connector.
51. Install the instrument panel center bezel (1) to the instrument panel and fully engage the retainer clips (Figure 4).
52. Install and securely tighten the fasteners (1) to the upper tray (Figure 3).
53. Install the upper center bezel tray liner (Figure 3).
54. Install the battery negative cable eyelet to the IBS stud and secure using the nut. Tighten the nut to 7 N·m (62 in. lbs.) (Figure 2).

NOTE: Overtightening of the nut connecting the negative cable to the IBS will cause damage to the IBS or break the stud for the nut.

55. Connect the IBS wire harness connector (Figure 2).

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

Service Procedure [Continued]

56. Open the hood. 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 flash 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. Voltages outside of the specified range will cause an unsuccessful flash. 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.

57. Connect the wiTECH micro pod II or MDP device to the vehicle data link connector.

58. Place the ignition in the “**RUN**” position.

NOTE: An error message “Uconnect Box Requires Service” may be displayed on the radio screen, and several DTCs may be present, this is to be expected until the telematics module is properly programmed.

59. Open the wiTECH 2.0 website.

60. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.

61. From the “**Vehicle Selection**” screen, select the vehicle to be updated.

62. Select the “**TBM2**” icon from the topology screen.

63. Navigate to the “**Misc. Functions**” menu and run the “**TBM Replacement Routine**”.

64. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.

Service Procedure [Continued]

65. Place the ignition in the “**OFF**” position and then remove the wiTECH micro pod II or MDP device from the vehicle.
66. Remove the battery charger from the vehicle.
67. Close the engine compartment hood and return the vehicle to the customer or inventory.

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:

	Labor Operation Number	Time Allowance
Replace Telematics Box Module	08-Z9-11-82	0.9 hours

Add the cost of the campaign 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 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

Z91

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 Z91.

CUSTOMER SATISFACTION NOTIFICATION

Telematics Box Module

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 [2022 Model Year (DT) Ram 1500 Pickup] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The Telematics Box Module (TBM) on your vehicle may be the incorrect TBM for the vehicle. This may result in inoperative Uconnect connectivity features such as the SOS Button, Roadside Assistance, Stolen Vehicle Assistance, or Remote Operations and a message displayed on the radio "Uconnect box requires service. Please visit an authorized dealer".

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 replace the telematics box module. 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 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.