

April 2022

Dealer Service Instructions for:

Customer Satisfaction Notification Z09 Driver Side Seat Incorrect Fasteners

Effective immediately all repairs on involved vehicles are to be performed according to this campaign. Rapid Service Update (RSU) 22-063 / Service Bulletin (TSB) 23-014-22 is no longer applicable for the vehicles involved in this campaign. Those vehicles that have already had this repair performed, as determined by our warranty records, have been excluded from this campaign.

Remedy Available

2021-2022 (DT) Ram 1500 Pickup

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 driver's seat on about 2,790 of the above vehicles may have bolts that can lose original torque. The driver may complain that the seat feels loose when adjusting and makes a rattling/clunk noise over bumps.

Repair

Inspect three bolts on the seat and replace as needed.

Parts Information

<u>Part Number</u>	<u>Description</u>
CCANZ091AA	Campaign Kit

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Seat Adjuster Bolt

NOTE: Inspection will determine how many kits are required per vehicle.

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

A. Repair

1. Does the driver's seat side feel loose and/or make noises?
 - YES = Proceed to Step 2 of the Repair Procedure.
 - NO = This CSN has been completed. Claim the Inspect LOP to close the active CSN.
2. Adjust Driver's seat height full upwards and full rearward for best visual clearance.
3. Verify correct bolt in three locations on seat frame. The use of a flashlight, mirror and/or camera phone will help to inspect the front inboard bolt head due to obstruction from the center console (Figure 1 through Figure 4).



Figure 1 – Incorrect Bolt



Figure 2 – Correct Bolt

Service Procedure [Continued]

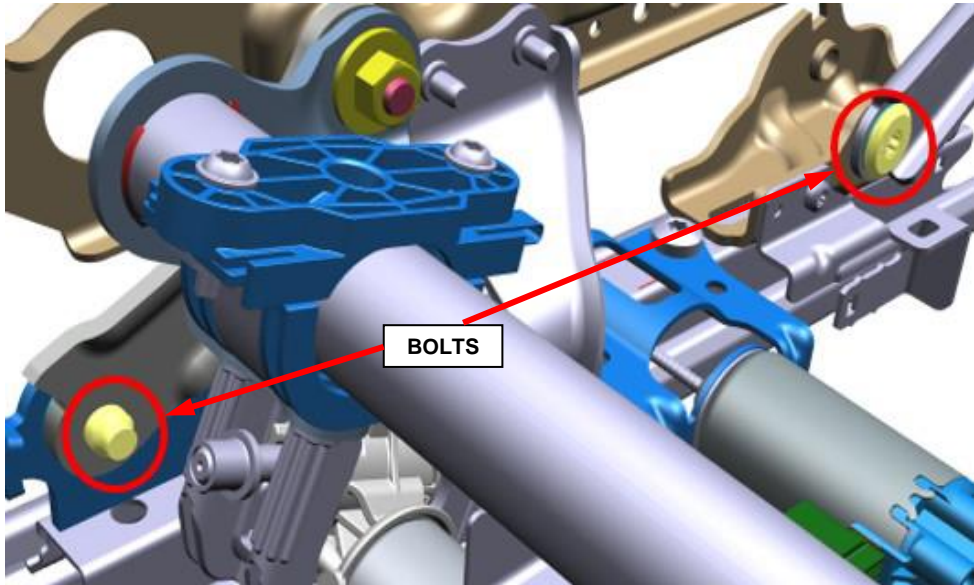


Figure 3 – Bolt Locations

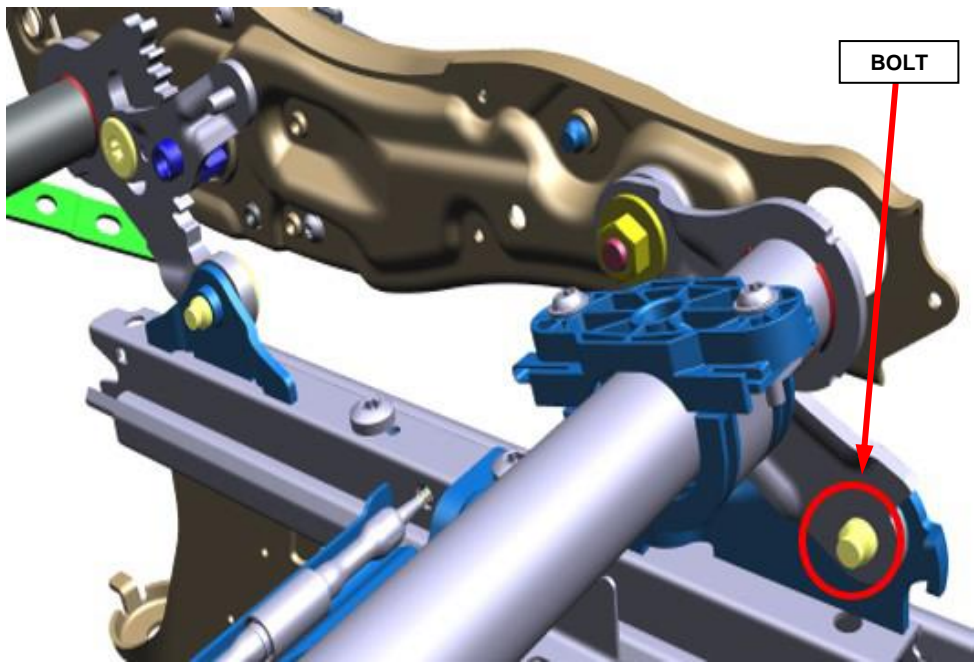


Figure 4 – Bolt Location

Service Procedure [Continued]

4. Are any of these bolts incorrect?
 - YES = Incorrect front outboard or rear inboard bolt proceed to Step 5.
 - YES = Incorrect front inboard (Only) bolt proceed to Step 11.
 - NO = This CSN does not apply. Claim the Inspect LOP to close the CSN.

NOTE: Only the front outboard bolt may need replacing. The rear outboard bolt is not included in this CSN.

5. Raise seat fully.
 - For front outboard, remove seat lower side panel.
 - For rear inboard, access bolt from rear seat.

6. Remove incorrect track bolt with a T45 bit.

7. Remove threadlocker debris from incorrect bolt. The incorrect bolt can be used to remove debris within the threads by reinstalling and removing multiple times (Figure 5).



Figure 5 – Old Threadlocker

8. Apply grease to all surfaces of red bushing inside bracket. This applies to all bushings where the wrong track bolt is present (Figure 6).



Figure 6 – Apply Grease

Service Procedure [Continued]

9. Ensure shoulder of bolt is guided through inside of bushing (Figure 7).
10. Install new bolts and tighten to 28 N·m (21 ft. lbs.).
11. Apply masking tape to driver's side center console lower trim panel.
12. Remove incorrect track bolt with a T45 bit.

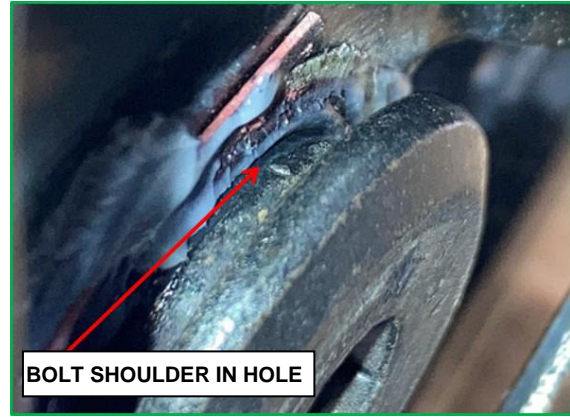


Figure 7 – Bolt Shoulder in Hole

13. Remove threadlocker debris from incorrect bolt. The incorrect bolt can be used to remove debris within the threads by reinstalling and removing multiple times (Figure 5).
14. Apply grease to all surfaces of red bushing inside bracket. This applies to all bushings where the wrong track bolt is present (Figure 6).
15. Ensure shoulder of bolt is guided through inside of bushing (Figure 7).
16. Install new bolt and tighten to 28 N·m (21 ft. lbs.).

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 Driver’s Seat Track Bolts	23-Z0-91-81	0.2 hours

Related Labor Operations

Replace Driver’s Seat Track Bolts – Front Outboard	23-Z0-91-82	0.2 hours
Replace Driver’s Seat Track Bolts – Rear Inboard	23-Z0-91-83	0.1 hours
Replace Driver’s Seat Track Bolts – Front Inboard	23-Z0-91-84	0.3 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

Z09

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 Z09.

CUSTOMER SATISFACTION NOTIFICATION

Driver Side Seat Incorrect Fasteners

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 [2021-2022 (DT) Ram 1500 Pickup] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The driver's seat on your vehicle may have bolts that can lose original torque. This can lead to driver complaints that the seat feels loose when adjusting and makes a rattling/clunk noise over bumps.

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 inspect the bolts, and replace them as needed. The estimated repair time is 45 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 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.