



January 2020

Dealer Service Instructions for:

## **Safety Recall VE1 / NHTSA 19V- 887 Tire Pressure Monitor System**

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### **Remedy Available**

**2019 (DS) Ram 1500 Pickup**

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

**IMPORTANT:** Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### **Subject**

The Tire Pressure Monitoring System (TPMS) sensor on about 34 of the vehicles above may be incorrect for the vehicle application which will cause the TPMS to display a malfunction indicator within a 20-minute drive, making the TPMS unable to display the indicator for low tire pressure. A driver may be unable to identify if low tire pressure occurs if the malfunction indicator lamp is activated. Low tire pressure can result in potentially degraded handling performance, which can cause a vehicle crash without prior warning.

**Subject [Continued]**

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. FMVSS 49 CFR 571.138, Tire pressure monitoring systems, S4 Requirements. S4.1 General. requires the suspect vehicles to "[...] be equipped with a tire pressure monitoring system that meets the requirements specified in S4 under the test conditions specified in S5 and the test procedures specified in S6 of this standard." S6 testing requires that the low tire pressure indicator illuminate in specific test conditions. Vehicles built with incorrect TPMS sensors will not illuminate the low tire pressure indicator under the test conditions of 49 CFR 571.138, S6.

**Repair**

Remove all four tires and wheels, replace all four of the TPMS sensors, balance the tire and wheel assemblies and set tire pressure according to tire pressure label located on the driver's door opening near the striker.

**Parts Information**

Parts required will be on Vin Specific Ordering in DealerConnect.

| <u>Part Number</u> | <u>Description</u>              |
|--------------------|---------------------------------|
| <b>CSAKVE11AA</b>  | <b>Tire Pressure Sensor Kit</b> |

Each package contains the following components:

| <u>Quantity</u> | <u>Description</u>    |
|-----------------|-----------------------|
| 4               | Tire Pressure Sensors |

**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
- 2046300080                              TPM/RKE ANALYZER

|                          |
|--------------------------|
| <b>Service Procedure</b> |
|--------------------------|

**A. Install TPMS**

1. Raise and support the vehicle.
2. Remove all four of the wheel and tire assemblies.
3. Disassemble the tires from the wheels.
4. Remove and discard all four of the TPMS sensors.
5. Wipe the area clean around the TPMS sensor mounting hole in wheel.
6. Position the TPMS sensor valve stem into the wheel mounting hole with the flats at a 90° angle to the wheel's lip, then pull through to seat with a standard valve stem installation tool.
7. Reinstall tires onto the wheels.
8. Adjust air pressure to that listed on tire inflation pressure placard provided with vehicle (usually applied to driver's side B-pillar). Make sure the valve stem cap is securely installed to keep moisture out of sensor.
9. Install all four of the wheel and tire assemblies on the vehicle and tighten the lug nuts to 176 N·m (130 ft. lbs.).
10. Using the TPM-RKE analyzer push the red ON/Off button to ON the TPM-RKE analyzer (Figure 1).
11. Perform section **B. Recording and programing the TPMS sensors.**

**Service Procedure [Continued]**

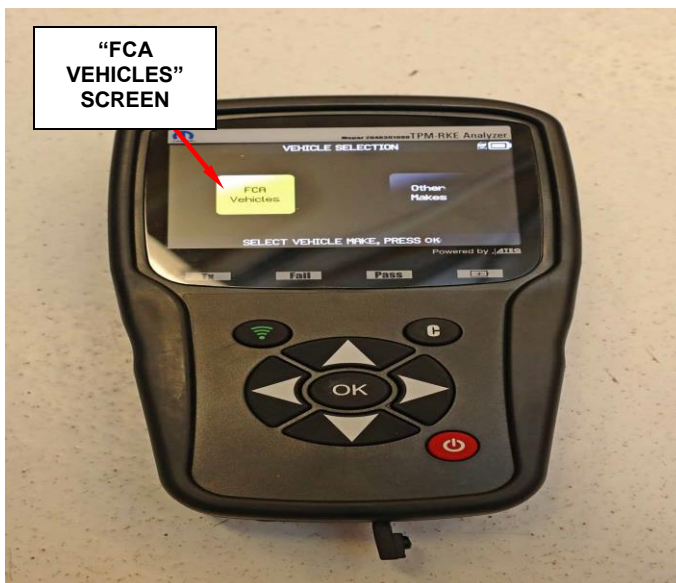
**B. Recording and programing the TPMS sensors**

1. Using the TPM-RKE analyzer push the red ON/Off button to ON the TPM-RKE analyzer (Figure 1).



**Figure 1 – TPM-RKE Analyzer**

2. Select ‘FCA Vehicles’ displayed on the screen (Figure 2).



**Figure 2 - Selection**

**Service Procedure [Continued]**

3. Select “**Check TPM**”.
4. Select “**Manual**” displayed on the screen (Figure 3).



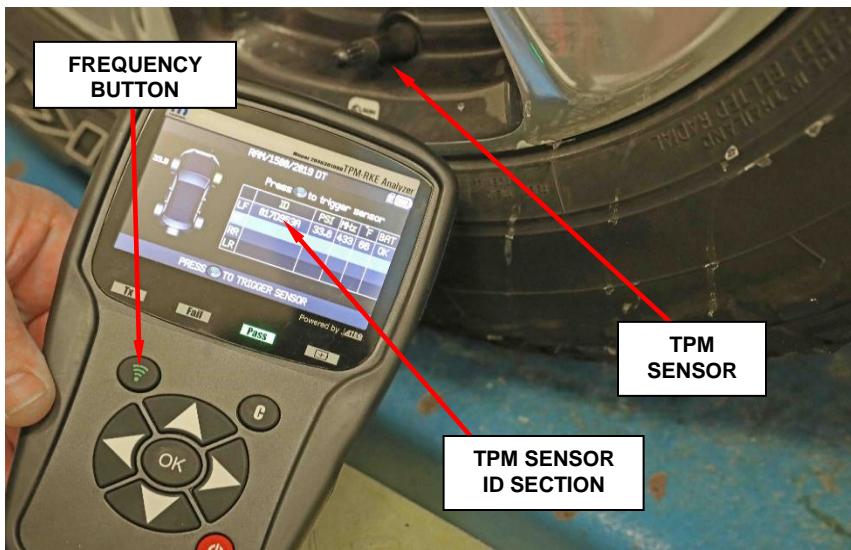
**Figure 3 – Manual Selection**

5. Select “**RAM**”.
6. Select “**1500 Pickup**”.
7. Select “**2019 DS/DX**”.
8. Select “**4-Wheels**”.

**Service Procedure [Continued]**

9. Approach the wheel selected on the TPM-RKE tool and press the “Green Frequency” button, until the TPM sensor ID is displayed on the screen (Figure 4).

**NOTE: Place the TPM-RKE tool near the tire portion**



**Figure 4 – TPM Screen**

10. Repeat the procedure on the remaining wheels.
11. Record all the TPM sensors ID’s on paper for later use.
12. Perform section **C. Program TPMS Sensor Identifications**

|                                      |
|--------------------------------------|
| <b>Service Procedure [Continued]</b> |
|--------------------------------------|

**C. Program TPMS Sensor Identifications**

1. Connect the wiTECH micro pod II to the vehicle data link connector.
2. Place the ignition in the “**RUN**” position.
3. Open the wiTECH 2.0 website.
4. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
5. From the “**Vehicle Selection**” screen, select the vehicle to be updated.
6. From the “**Action Items**” screen, select the “**Topology**” tab.
7. From the topology section select “**RFH**”.
8. Select “**Misc. Functions**”.
9. Select “**Program Tire Sensor Identifications**”.
10. Follow screen prompts, until all 4 TPM sensors ID’s have been entered.
11. Clear the fault codes.
12. Disconnect the wiTECH micro pod II from the vehicle data link connector.
13. Road test vehicle to initialize the TPMS to read tire pressure on the instrument cluster.
14. 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 recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

|                              | <b>Labor Operation<br/>Number</b> | <b>Time<br/>Allowance</b> |
|------------------------------|-----------------------------------|---------------------------|
| Replace all four of the TPMS | 22-VE-11-82                       | 1.5 hours                 |
| Floor Plan Reimbursement     | 95-95-95-97                       | Calculate<br>See Below    |

Floor Plan Reimbursement represents the vehicle’s average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on **12/19/2019** and the remedy was made available on **01/09/2020**, therefore, the number of days cannot exceed **21** days.

| Vehicle                   | Average Daily Allowance |
|---------------------------|-------------------------|
| 2019 (DS) RAM 1500 Pickup | █                       |
|                           |                         |

**NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall 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 first class 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 recall launch, those with a phone number, city, zip code, or VIN sequence.

**Dealers must 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.

*Recall 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 recall 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 Services / Field Operations  
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

VE1/NHTSA 19V-887

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](https://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. The last eight characters of your VIN are provided above.

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall VE1.

# IMPORTANT SAFETY RECALL

## Tire Pressure Monitor

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US has decided that certain [2019 (DS) Ram 1500 Pickup] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 138, Tire pressure monitoring systems, S4 Requirements. S4.1 General. requires the suspect vehicles to "[...] be equipped with a tire pressure monitoring system that meets the requirements specified in S4 under the test conditions specified in S5 and the test procedures specified in S6 of this standard." S6 testing requires that the low tire pressure indicator illuminate in specific test conditions. Vehicles built with incorrect TPMS sensors will not illuminate the low tire pressure indicator under the test conditions of 49 CFR 571.138, S6.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The tire pressure monitoring system (TPMS) sensor on your vehicle <sup>[1]</sup> may be incorrect for the vehicle application which will cause the TPMS to display a malfunction indicator within a 20-minute drive, making the TPMS unable to display the indicator for low tire pressure. A driver may be unable to identify if low tire pressure occurs if the malfunction indicator lamp is activated. **Low tire pressure can result in potentially degraded handling performance, which can cause a vehicle crash without prior warning.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will replace and program all four TPMS sensors. The estimated repair time is two hours. 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](https://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</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 recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. 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] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [safercar.gov](http://safercar.gov).

[3] 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.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.