



April 2021

Dealer Service Instructions for:

Safety Recall Y08 / NHTSA 21V-163

Intake Air Heater Relay

Remedy Available

2021 **(DJ) Ram 2500 Pickup**
(D2) Ram 3500 Pickup
(DD) Ram 3500 Cab Chassis
(DP) Ram 4500/5500 Cab Chassis

NOTE: This recall applies only to the above vehicles equipped with a 6.7L Cummins Engine (sales code ETN, ETL, ETM).

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 intake air heater relay on about 20,000 of the above vehicles may experience an engine compartment fire originating from an electrical short in the Intake Air Heater Relay, which can potentially lead to a vehicle fire with the ignition in the “ON” or “OFF” position. A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.

Customers are advised to exercise the following precautions until the vehicle has this repair completed: do not park these vehicles inside of buildings or structures and avoid parking near other vehicles.

Repair

Follow service procedure as described below.

Parts Information

| <u>Part Number</u> | <u>Qty.</u> | <u>Description</u> |
|--------------------|-------------|--|
| 04883971AC | 1 | RTV, Silicone Rubber Adhesive (MS-GF44B) |

NOTE: 1 Tube of RTV will cover approximately 4 relays

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Disconnect the Intelligent Battery Sensor (IBS) wire harness connector (Figure 1).
2. Loosen the ground terminal nut and remove the negative battery cables with IBS from the battery and isolate it (Figure 1).

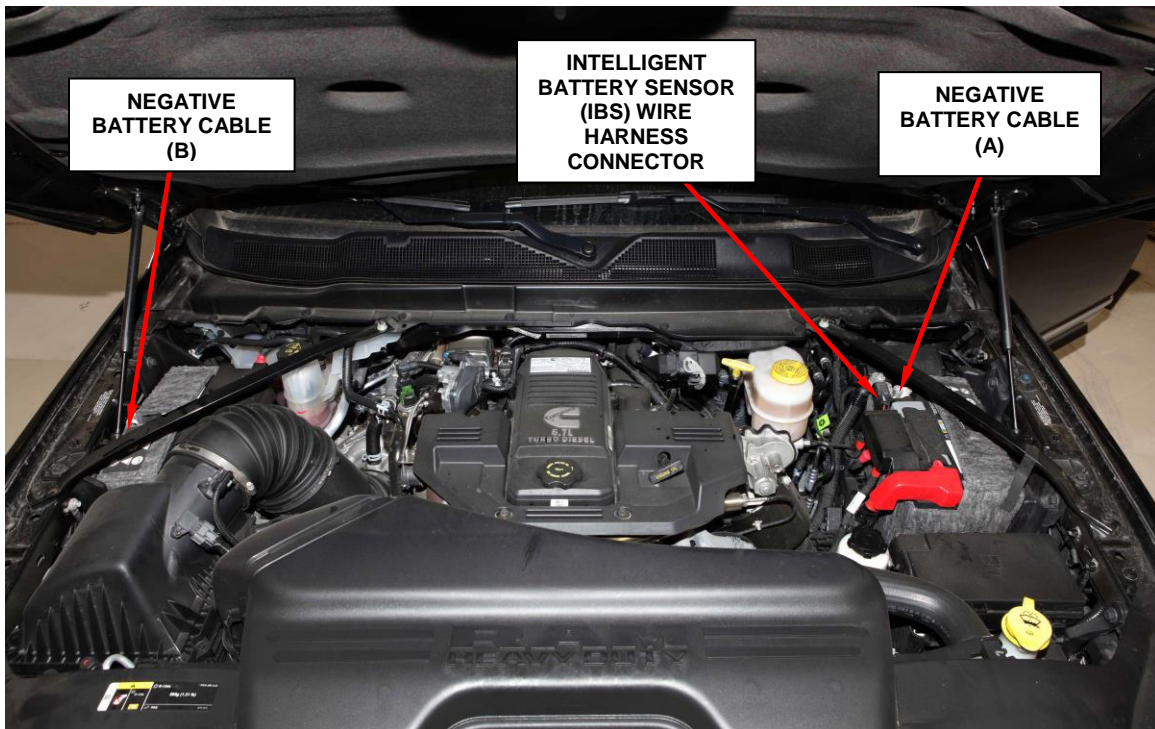


Figure 1 – Engine Compartment

3. Loosen the air intake hose clamp and remove the clean air hose from turbocharger (Figure 2).
4. Loosen the air hose clamp from the air cleaner housing and remove the clean air hose (Figure 2).

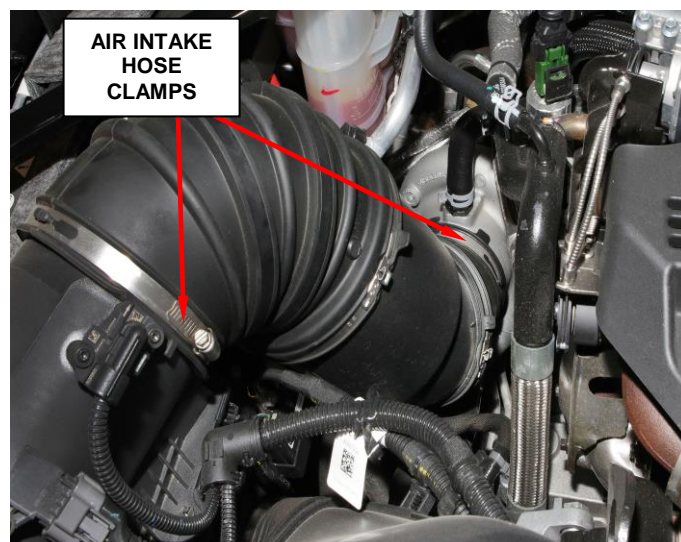


Figure 2 – Air Intake Hose

Service Procedure [Continued]

5. Disconnect the intake air heater relay wire harness connector (Figure 3).
6. Remove the nuts and the cables from intake air heater relay. **Note position of cables before removing** (Figure 3).

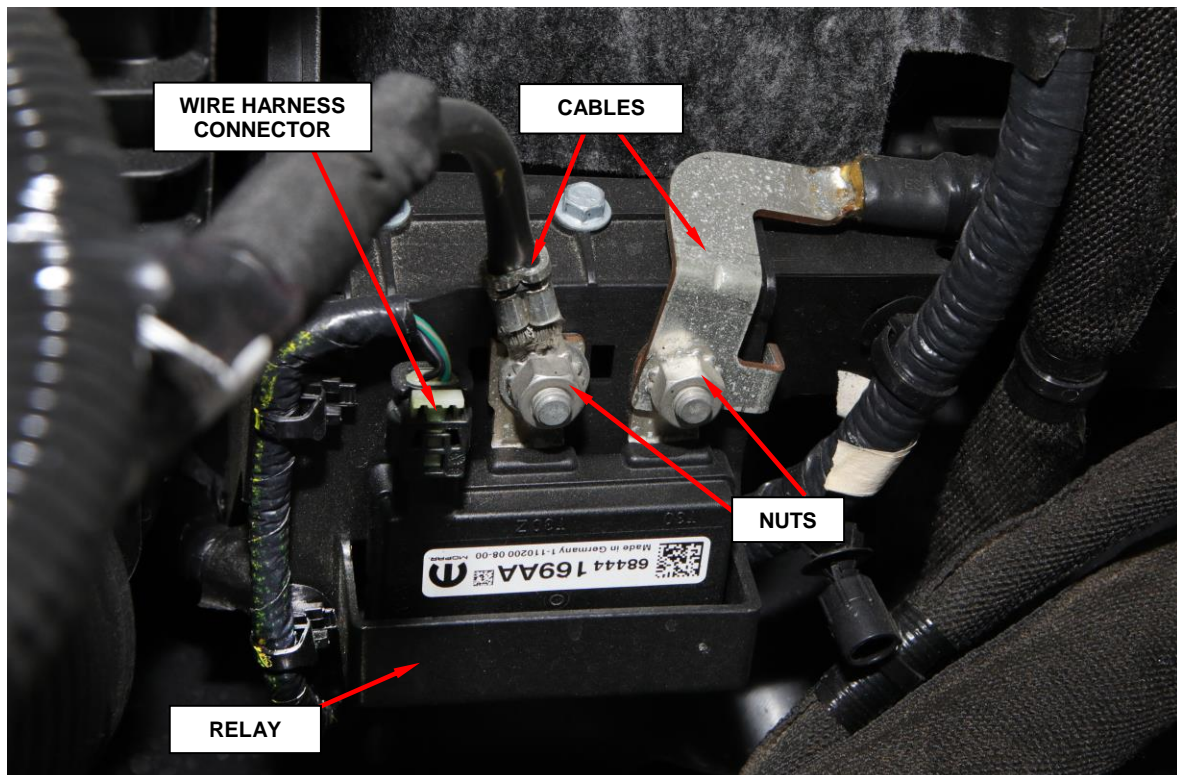


Figure 3 – Intake Air Heater Relay

7. Remove the intake air heater relay by tilting relay forward and away from the studs then set on a clean surface with the back of the relay facing up (Figure 4).
8. Using isopropyl alcohol and a clean cloth wipe the back of the relay clean of any dirt or residue.

NOTE: It is extremely important to ensure the relay has been sufficiently cleaned before applying the RTV.

Service Procedure [Continued]

9. Initiate the application of the RTV by: **A)** applying the RTV on the buss bar holes then **B)** apply to the outer sides of the buss-bars and **C)** finally on the remaining surface of the relay (approximately 2MM thickness) to cover the relay (Figure 4).

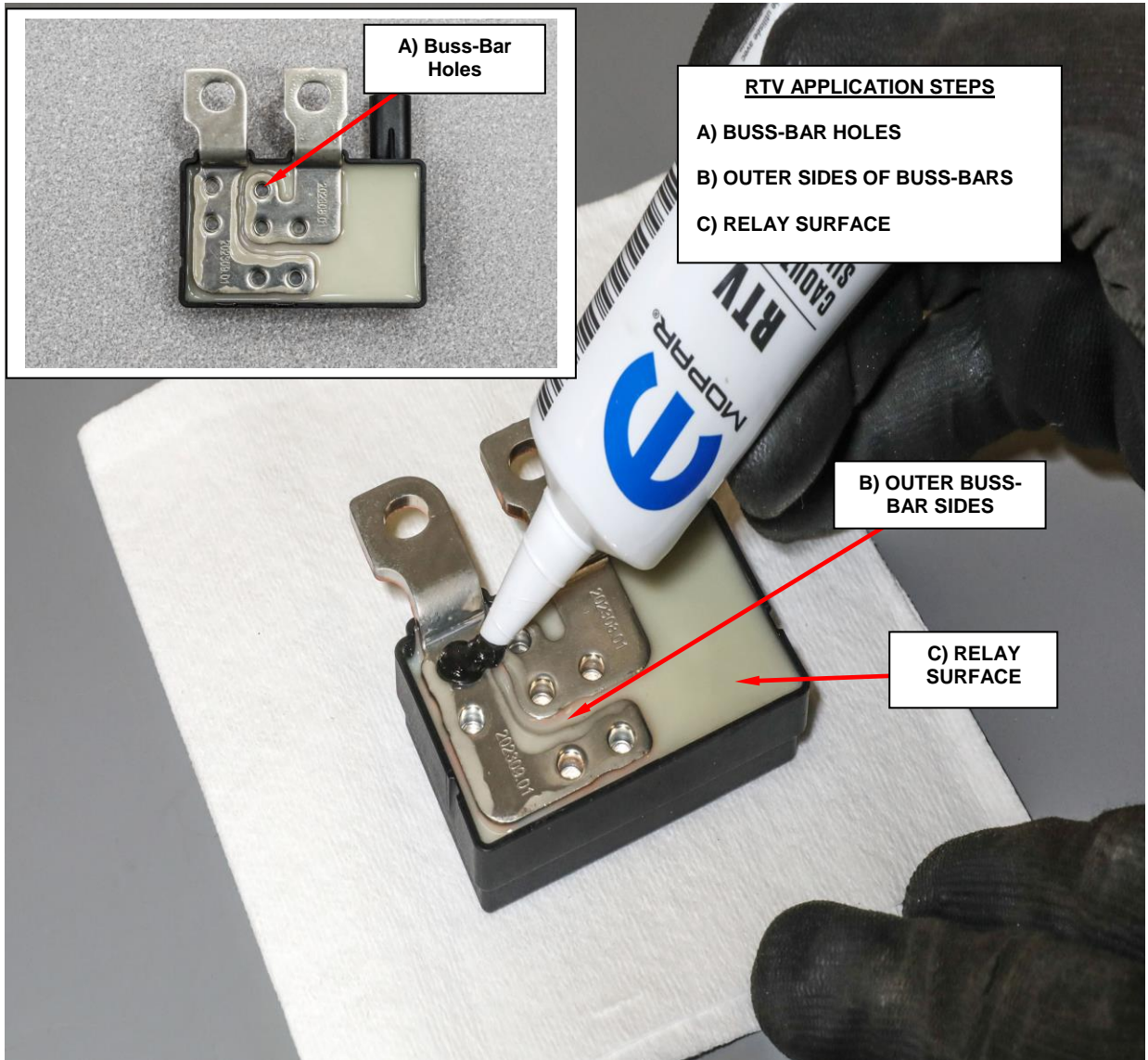


Figure 4 – RTV Application Procedure

Service Procedure [Continued]

10. Starting at the top of the Buss-Bars use a tongue depressor or equivalent and align it to the outer case of the relay and skim in the downward position to remove any excess RTV (Figure 5).



Figure 5 – Skimming Excessive RTV

11. Allow the RTV to cure (Approximately 15min).
12. Install the intake air heater relay in the bracket (Figure 3).
13. Install the cables to the intake air heater relay and tighten nuts to 6N·m (53In. lbs.). (Figure 3).
14. Connect the intake air heater relay wire harness connector (Figure 3).
15. Install the clean air hose and securely tighten the clamp (Figure 2).
16. Install the clean air hose to the turbocharger and securely tighten the clamp.
17. Install the negative battery cables with IBS to the negative posts and tighten to 7N·m (62 In. lbs.) (Figure 1).
18. Connect the IBS wire harness connector (Figure 1).
19. Close the hood and return the vehicle to the customer or vehicle 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 recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

| | Labor Operation Number | Time Allowance |
|---------------------------------|-----------------------------------|---------------------------|
| Install protective RTV on relay | 08-Y0-81-82 | 0.6 hours |
| Floor Plan Reimbursement | 95-95-95-97 | Calculate 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 **03/19/2021** and the remedy was made available on **04/17/2021**, therefore, the number of days cannot exceed **29** days.

| Vehicle | Average Daily Allowance |
|--|-------------------------|
| 2021 (DJ) Ram 2500 Pickup | ██████ |
| 2021 (D2) Ram 3500 Pickup | ██████ |
| 2021 (DD) Ram 3500 Cab Chassis | ██████ |
| 2021 (DP) Ram 4500/5500 Cab Chassis | ██████ |

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.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

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

Y08/NHTSA 21V-163

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. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall **Y08**.

IMPORTANT SAFETY RECALL

Intake Air Heater Relay

Dear [Name],

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

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain [2021 Model Year (DJ) Ram 2500 Pickup, (D2) Ram 3500 Pickup, (DD) Ram 3500 Cab Chassis, and (DP) Ram 4500/5500 Cab Chassis] vehicles equipped with a 6.7L Cummins Engine.

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?

Your vehicle ^[1] may experience an engine compartment fire originating from an electrical short in the Intake Air Heater Relay, which can potentially lead to a vehicle fire with the ignition in the "ON" or "OFF" position. **A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.**

Customers are advised to exercise the following precautions until the vehicle has this repair completed: do not park these vehicles inside of buildings or structures and avoid parking near other vehicles.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will install a protective barrier on the relay. The estimated repair time is about an 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. ^[3] 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.

[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.