



October 2021

Dealer Service Instructions for:

Safety Recall Y61 / NHTSA 21V-699 Seat Belt Locking Retractor

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

Remedy Available

2021 (VM) Ram ProMaster City

Remedy NOT Available

2021 (VF) Ram ProMaster

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 Automatic Locking Retractor (ALR) on about 8,379 of the above vehicles may contain suspect ALR levers that may affect the ALR function of the seat belt retractor.

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 208 S7.1.1.5 requires that, "Each designated seating position, shall have a seat belt assembly whose lap belt portion is lockable so that the seat belt assembly can be used to tightly secure a child restraint system." Vehicles built with suspect seat belt retractors may not meet the requirement.

Repair

For VM models: Inspect the front passenger side, rear left and right outboard and rear center seat belt, follow section **A. Automatic Locking Retractor Inspection Procedure**, to determine if the ALR is defective and needs to be replaced.

Parts Information

If inspection of any of the seat belts determine a defective seat belt(s), please provide the required information to the email address below.

NOTE: Parts can only be ordered through campaignteam@fcagroup.com.

Please provide:

- 1) VIN
- 2) Seating position of defective seat belt (e.g. 2nd row center/left/right, etc.)
- 3) Dealer Code.

The campaign team will review and ship the requested parts.

Very few vehicles are expected to require seat belt replacement.

Parts Return

No parts return required for this campaign.

Special Tools

No special tools required to perform the procedure.

Service Procedure

A. (VM Model) Automatic Locking Retractor Inspection Procedure

NOTE: Repeat steps 1 thru 5, five consecutive times.

NOTE: Position the passenger seat belt height adjuster to the full down position first, then position the seat in the full rear position.

1. Buckle the seat belt over the empty seat and remove all slack from seat belt (Figure 1).



Figure 1 – Seat Belt Buckled

2. Place a binder clip at the D-Ring if checking the outboard seating positions or at the seat mounted Web Guide for the center seating position (Figure 2).

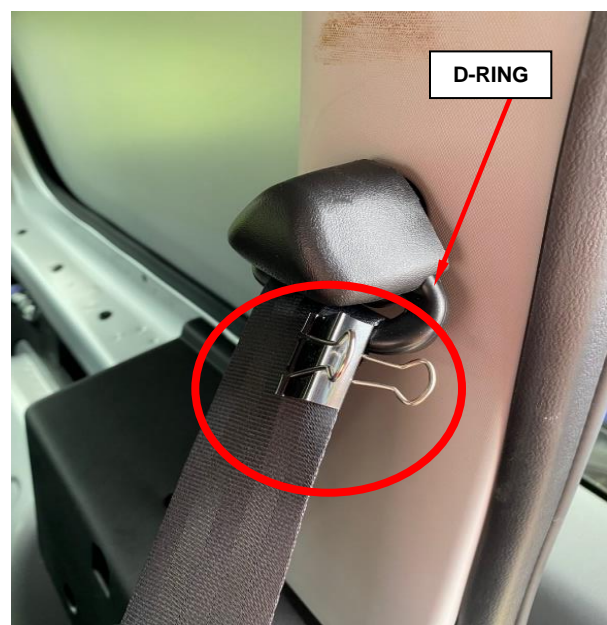


Figure 2 – Binder Clip Attached

Service Procedure [Continued]

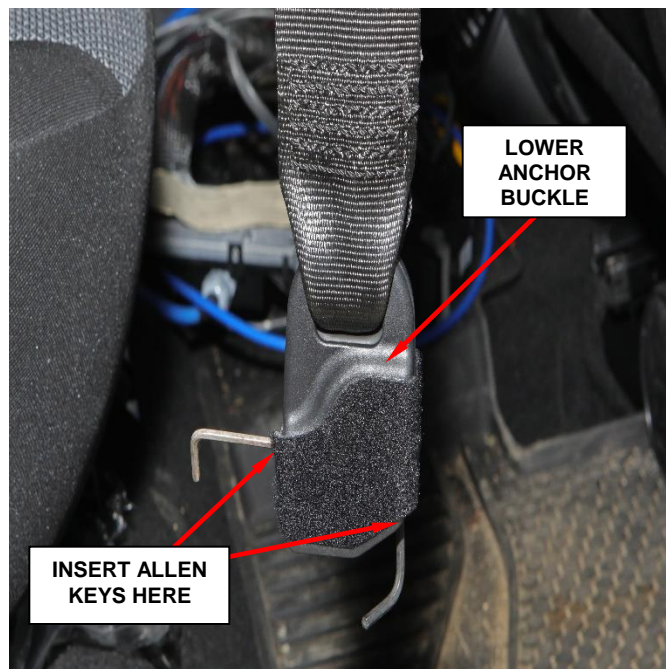
3. Pull out a small amount of webbing, and place a second binder clip **8 inches (203mm) away for 1st Row or 12 inches (305mm) away in the 2nd Row** to establish your control point for determining if the ALR deactivation is in specification or not (Figure 3).
4. Slowly extract all of the seat belt webbing from retractor until no more webbing will pull out. At this point the ALR mode for securing a child seat will be activated and you will hear an audible ratcheting or clicking noise as the seat belt begins to retract.
5. Slowly allow the seat belt to retract, and after every 1-2 inches of webbing is retracted, gently pull on the webbing to verify the retract is still locked (ALR mode still engaged).

**Figure 3 – Measure Distance**

- If the retractor remains in ALR mode (locked - webbing can't be freely extracted) upon reaching the nearest binder clip that was placed on the webbing, then the retractor is OK and is capable of securing a child seat.
 - If the retractor switches out of ALR mode (unlocked - can freely extract webbing) before reaching the nearest binder clip, then retractor is NOK, and must be replaced. Proceed to seat belt replacement procedure section below.
- ✓ Front (Passenger) ALR – Reference Section B, page 6.
 - ✓ Rear Center ALR – Reference Section C, page 13.
 - ✓ Rear Outboard ALR – Reference Section D, page 15.

Service Procedure [Continued]**B. VM – Model Front Passenger Retractor Replacement Procedure**

1. Disconnect and isolate the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cable. Wait two minutes for the system capacitor to discharge before further service.
2. Adjust the front seat to its most forward position for easiest access to the front seat belt lower anchor buckle and the B-pillar trim.
3. Disconnect the front seat belt lower anchor buckle from the latch plate by following the steps below (Figure 4).
 - a) Use two Allen key wrenches and the following steps in sequence to disconnect the front seat belt lower anchor latch plate from the lower anchor buckle.
 - b) Insert an Allen key wrench of the appropriate size (7/64", 1/8" or 3 mm are recommended) into the outer hole at the bottom of the anchor buckle housing far enough to compress and hold compressed the internal lock feature of the buckle.

**Figure 4 – Anchor Buckle Release**

Service Procedure [Continued]

c) While pushing the anchor buckle lightly downward to relieve the tension of the buckle latch mechanism on the latch plate, insert a second Allen key wrench of the appropriate size (7/64", 1/8" or 3 mm are recommended) into the hole in the side of the buckle housing far enough to compress the internal latch plate release feature of the buckle.

d) Pull the seat belt anchor latch plate out of the anchor buckle.

4. Remove the rear scuff plate (Figure 5).



Figure 5 – Rear Scuff Plate

5. Remove the screw securing the "B" post trim panel (Figure 6).

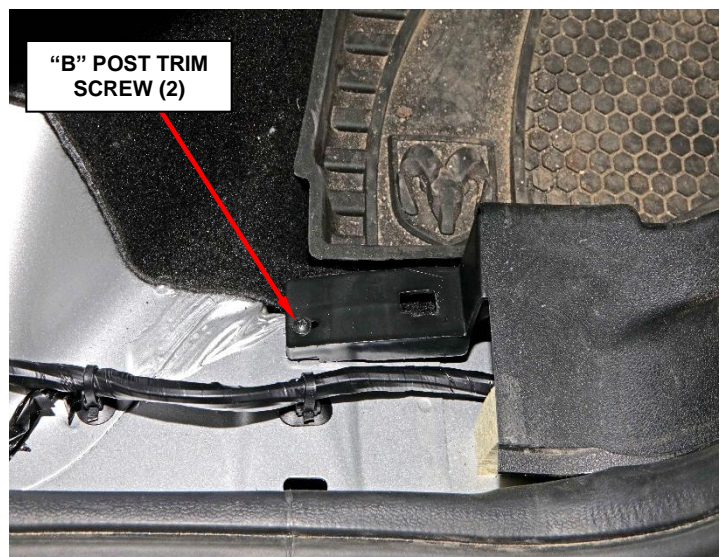


Figure 6 – "B" Post Trim Panel

Service Procedure [Continued]

6. Remove the front scuff plate screw at kick panel (Figure 7).

NOTE: Screw not illustrated, only approximate location of screw.

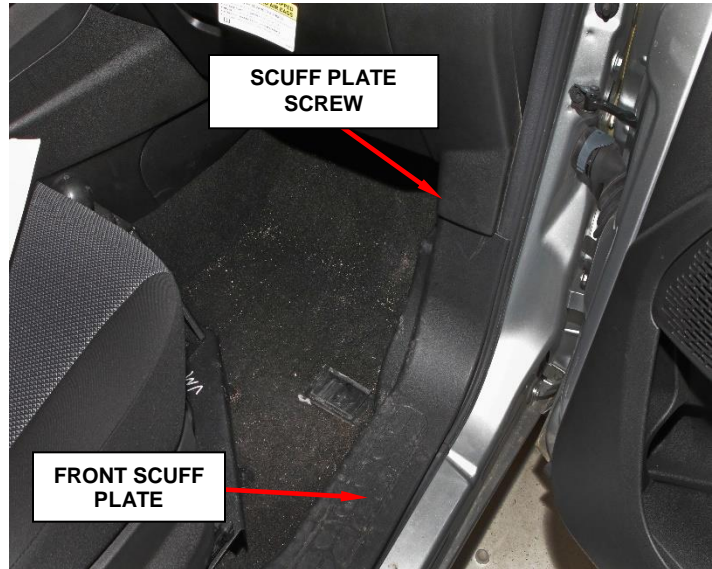


Figure 7 – Front Scuff Panel

7. Remove the screw securing the front “B” post panel.
8. Remove the trim from the inside of the lower B-pillar (Figure 8).
9. Remove the protective cover from over the nut for the seat belt turning loop.
10. Remove the nut that secures the seat belt turning loop to the height adjuster.
11. Remove the nut that secures the seat belt turning loop to the height adjuster.

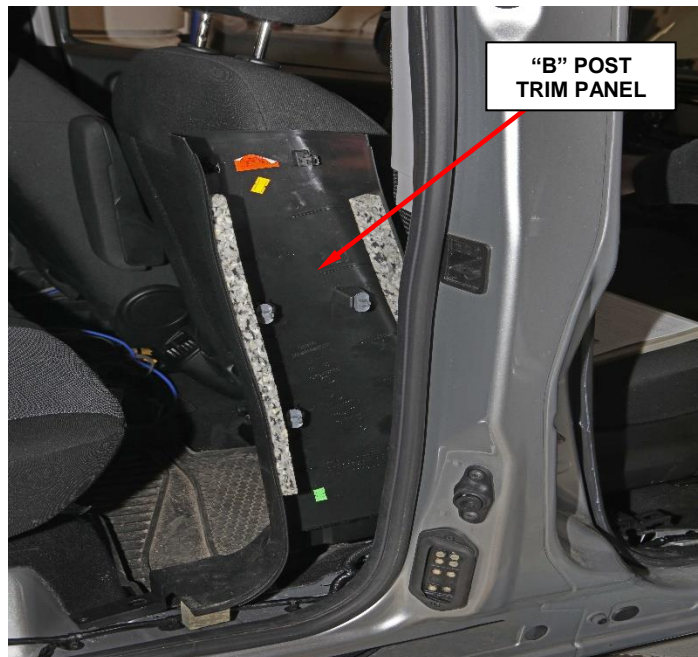


Figure 8 – “B” Post Trim Panel

12. Remove the seat belt turning loop from the height adjuster.

Service Procedure [Continued]

13. Disconnect the body wire harness connector from the initiator for the retractor (ALR) tensioner (Figure 9).
14. Disconnect the wiring connector to the pretension initiator (Figure 10).
15. Remove the screw that secures the retractor bracket to the base of the inner B-pillar (Figure 10).

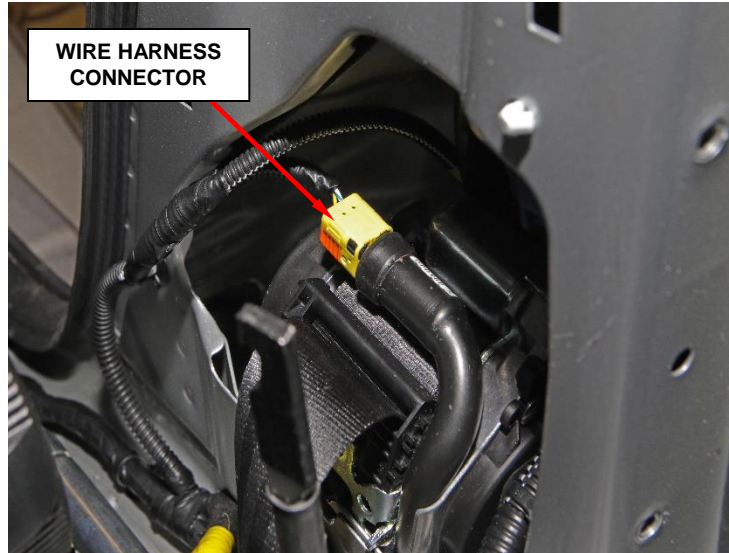


Figure 9 – Initiator Wiring Connector (ALR)

16. Lift the retractor upward far enough to disengage the T-tab on the retractor bracket from the notch in the inner B-pillar.
17. Remove the front seat belt and retractor from the vehicle as a unit and **DISCARD**.

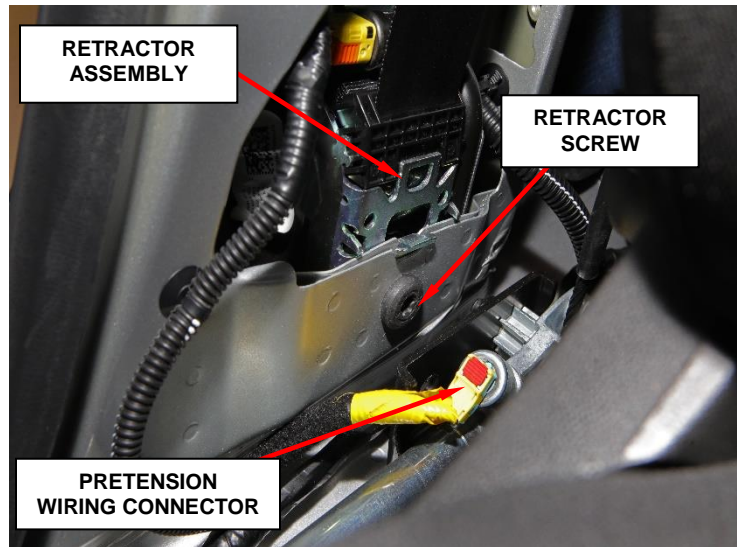


Figure 10 – Retractor Mounting

Service Procedure [Continued]

18. Position the **NEW** seat belt and retractor unit to the B-pillar by engaging the T-tab) on the retractor bracket into the notch in the inner B-pillar (Figure 10).
19. Install the screw that secures the retractor bracket to the base of the inner B-pillar. Tighten the screw to 40N·m (30ft. lbs.) (Figure 10).
20. Connect the body wire harness connector to the initiator for the retractor tensioner (Figure 9).
21. Position the seat belt turning loop onto the height adjuster. Be certain that the seat belt webbing between the retractor and the turning loop is not twisted.
22. Install the nut that secures the turning loop to the height adjuster. Tighten the nut to 40N·m (30ft. lbs.).
23. Restore the cover over the top of the seat belt turning loop.
24. Install the lower trim onto the inside of the B-pillar.
25. Install the screws securing the B-pillar.
26. Install the front and rear scuff plates (Figures 5 and 7).
27. Be certain that the seat belt webbing between the turning loop and the lower anchor buckle is not twisted.
28. Insert the lower anchor latch plate into the anchor buckle until it latches into position.
29. If no other seat belt retractors need to be replaced perform the **Supplemental Restraint System Verification Test** below, if any additional retractors need to be replaced skip this verification test until all retractors' have been replaced.

NOTE: The following procedure should be performed using a diagnostic scan tool to verify proper Supplemental Restraint System (SRS) operation following the service or replacement of any SRS component. Refer to the appropriate diagnostic procedures.

Service Procedure [Continued]**Supplemental Restraint System Verification Test**

1. During the following test, the negative cable remains disconnected and isolated from the battery, as it was during the Supplemental Restraint System (SRS) component removal and installation procedures.
2. Be certain that the diagnostic scan tool contains the latest version of the proper diagnostic software. Connect the diagnostic scan tool to the 16-way Data Link Connector (DLC). The DLC is located on the driver side lower edge of the instrument panel, near the steering column opening cover and outboard of the steering column.
3. Check to be certain that nobody is in the vehicle, then connect the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector.
4. If the vehicle is equipped with Keyless Go, follow the warning below.

WARNING: After disconnecting the 12-Volt battery wait two minutes before proceeding. Remove the ORC fuses, connect the 12-Volt battery, wait two minutes before proceeding. Cycle the ignition to the on position, then reconnect the orc fuses. Failure to follow these instructions may result in possible serious or fatal injury.

- For vehicles with a standard ignition follow the warning below.

WARNING: Turn the ignition on, then reconnect the 12-Volt battery. Failure to follow these instructions may result in possible serious or fatal injury.

- Exit the vehicle with the diagnostic scan tool.

5. Using the diagnostic scan tool, read and record the active (current) Diagnostic Trouble Code (DTC) data.
6. Next, use the diagnostic scan tool to read and record any stored (historical) DTC data.
7. If any DTC is found in Step 5 or Step 6, refer to the appropriate diagnostic information.

Service Procedure [Continued]

8. Use the diagnostic scan tool to erase the stored DTC data. If any problems remain, the stored DTC data will not erase. Refer to the appropriate diagnostic information to diagnose any stored DTC that will not erase. If the stored DTC information is successfully erased, go to Step 9.

9. Turn the ignition switch OFF for about 15 seconds, and then back to ON. Observe the airbag indicator in the instrument cluster. It should light from four to six seconds, and then go out. This indicates that the SRS is functioning normally and that the repairs are complete. If the airbag indicator fails to light, or lights and stays ON, there is still an active SRS fault or malfunction. Refer to the appropriate diagnostic information to diagnose the problem.

Service Procedure [Continued]

C. VM – Rear Center Retractor Replacement Procedure

1. Tip the left rear seat forward.
2. Remove the screw that secures the center rear seat belt lower anchor plate to the outboard side of the bracket on the seat cushion frame (Figure 11).
3. Restore the left rear seat back to an upright position.
4. Remove the trim cover from the top of the left rear seat back and from the center seat belt webbing (Figure 12).
5. Unzip the right side and left side trim cover and release it from the back frame to access the rear center seat belt retractor (Figure 13).

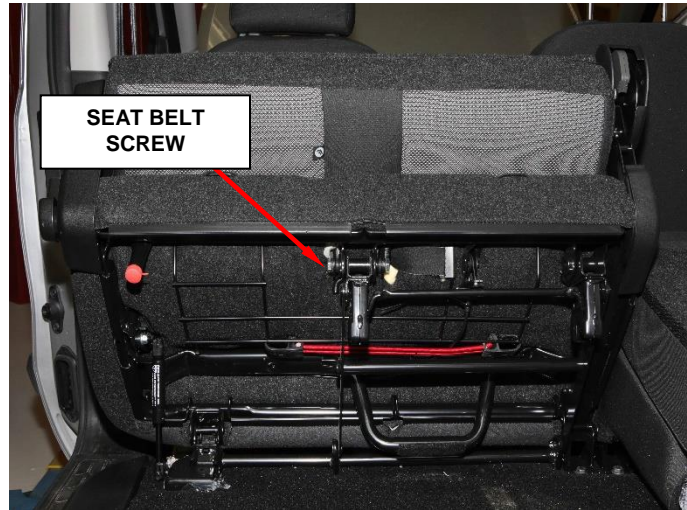


Figure 11 – Rear Seat



Figure 12 – Seat Belt Trim Cover

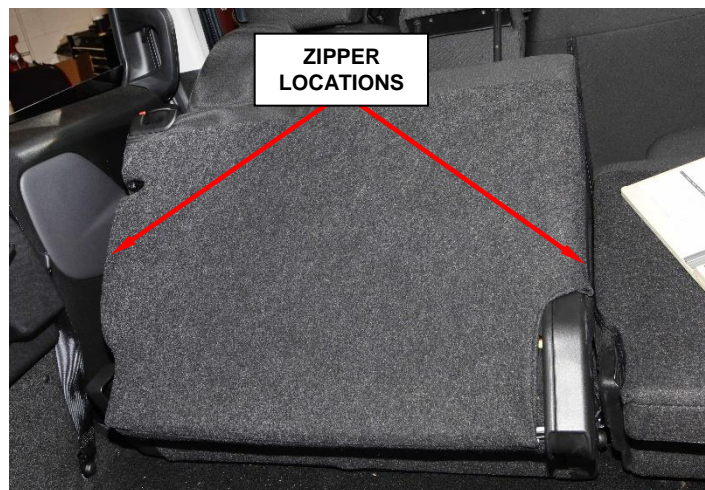


Figure 13 – Rear Seat Trim Cover

Service Procedure [Continued]

6. Remove the screw that secures the rear center seat belt retractor to the bracket on the back of the rear left seat back frame (Figure 14).

7. Drill out **one** of the rivets that secure the seat belt guide to the seat frame.

8. Remove the rear center seat belt and retractor from the seat back frame as a unit and **DISCARD**.

9. Position the **NEW** rear center seat belt and retractor to the bracket on the back of the rear left seat back frame as a unit. Be certain the seat belt webbing is not twisted between the retractor and the top of the seat back.

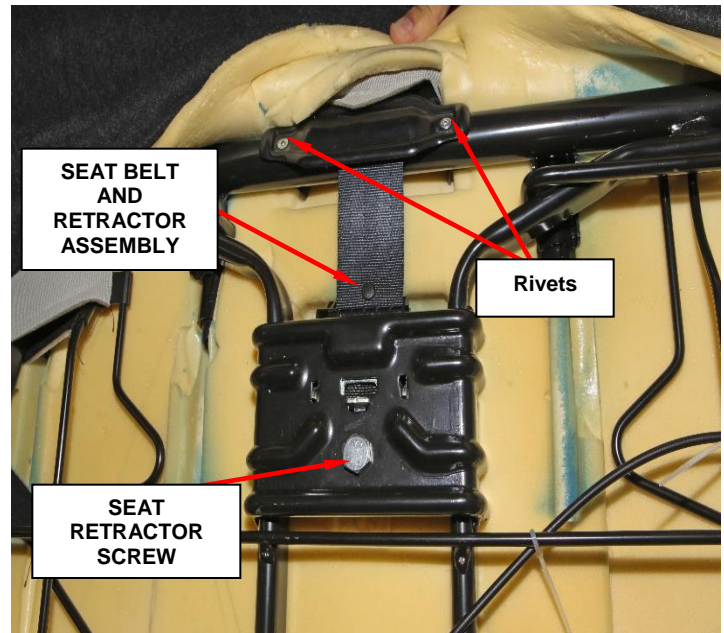


Figure 14 – Seat Back Frame

10. Install the screw that secures the retractor to the frame. Tighten the screw to 40N·m (30ft. lbs.) (Figure 14).

11. Install a **NEW** rivet into the seat belt guide (Figure 14).

12. Install the trim cover onto the rear seat back frame and zip up the left and right zippers and reattach seat back cover to frame (Figure 13).

13. From the front of the left rear seat, insert the center seat belt lower anchor through the slit in the seat cushion trim cover. Be certain the seat belt webbing is not twisted between the top of the seat back and the seat cushion.

14. Install the screw that secures the center rear seat belt lower anchor to the left seat cushion frame. Tighten the screw to 40N·m (30ft. lbs.) (Figure 11).

15. Return the vehicle to the customer.

Service Procedure [Continued]

D. VM – Rear Outboard Retractor Replacement Procedure

1. Remove the trim cap from the screw that secures the left or right rear seat belt lower anchor plate near the base of the C-pillar (Figure 15).
2. Remove the screw that secures the rear outboard seat belt lower anchor near the base of the C-pillar.
3. Remove the protective cover from over the screw for the seat belt turning loop (Figure 16).
4. Remove the screw that secures the seat belt turning loop to the upper C-pillar.
5. Remove the seat belt turning loop from the upper C-pillar.
6. Remove the trim from the inside of the lower C-pillar.
7. Pull the seat belt webbing, turning loop and lower anchor through the seat belt opening in the lower C-pillar trim.



Figure 15 – Anchor Screw



Figure 16 – Turning Loop

Service Procedure [Continued]

8. Remove the screws that secures the quarter inner trim panel (Figure 17).
9. Remove the screw that secures the retractor to the quarter panel bracket (Figure 18).
10. Partially loosen the four screws and two nuts that secure the rear outboard retractor bracket to the quarter inner panel (Figure 18).

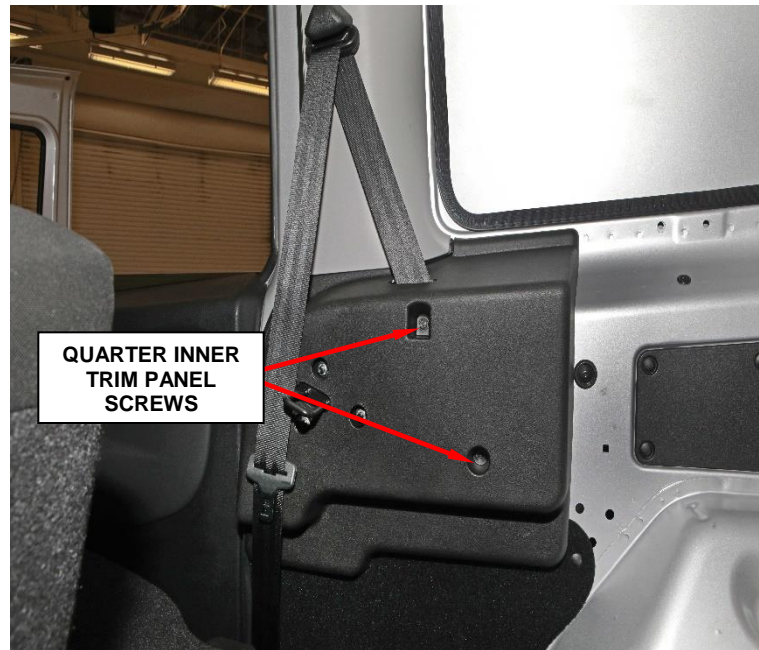


Figure 17 – Quarter Inner Panel

11. Remove the rear outboard seat belt and retractor from the bracket on the quarter inner panel as a unit and **DISCARD**.
12. Position the **NEW** rear outboard seat belt and retractor to the bracket on the quarter inner panel as a unit.
13. Position the rear outboard retractor bracket over the two studs on the quarter inner panel.

NOTE: Use an appropriate thread locking compound on the threads of all fasteners used to secure the bracket to the quarter inner panel.

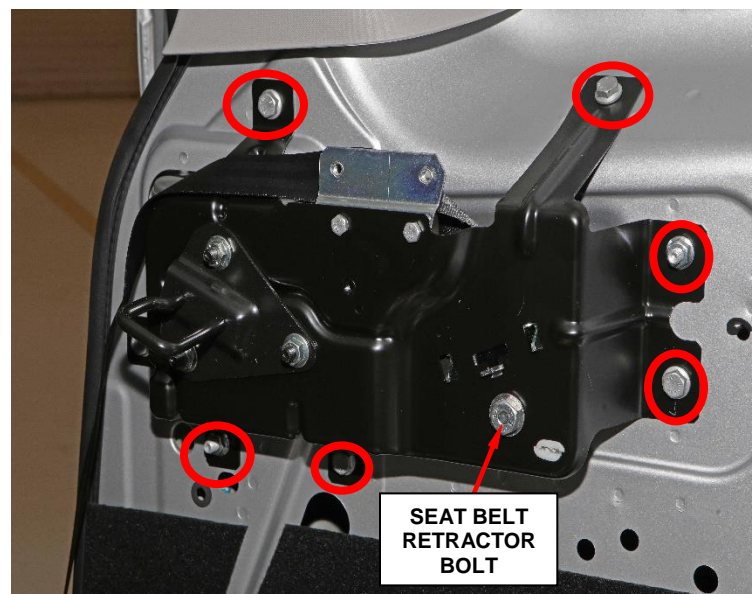


Figure 18 - Bracket

14. Install the five screws that secure the bracket to the quarter inner panel. Tighten them to 25N·m (18ft. lbs.).

Service Procedure [Continued]

15. Install the two nuts that secure the bracket to the quarter inner panel. Tighten the nuts to 25N·m (18ft. lbs.).
16. Install the screw that secures the retractor to the bracket on the quarter inner panel. Tighten the screw to 40N·m (30ft. lbs.).
17. Route the seat belt lower anchor, turning loop and webbing through the seat belt opening in the lower C-pillar trim. Be certain the seat belt webbing between the retractor and the lower C-pillar trim is not twisted.
18. Install the trim onto the inside of the lower C-pillar.
19. Position the seat belt turning loop to the upper C-pillar. Be certain the seat belt webbing between the lower C-pillar trim and the turning loop is not twisted.
20. Install the screw that secures the turning loop to the upper C-pillar. Tighten the screw to 27N·m (20ft. lbs.).
21. Install the trim cover over the screw for the seat belt turning loop.
22. Position the rear seat belt lower anchor near the base of the C-pillar. Be certain the seat belt webbing between the turning loop and the lower anchor is not twisted.
23. Install the screw that secures the lower anchor near the base of the C-pillar. Tighten the screw to 40N·m (30ft. lbs.).
24. Install the trim cap onto the screw that secures the left or right rear seat belt lower anchor plate near the base of the C-pillar.
25. 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 numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Inspect Seat Belt Locking Retractors	23-Y6-11-81	0.2 hours
Inspect and replace front ALR (Passenger side VM Model)	23-Y6-11-50	0.5 hours
Inspect and replace rear center ALR (Rear Center VM Model)	23-Y6-11-51	0.3 hours
Inspect and replace drivers rear outboard ALR (Rear Outboard VM Model)	23-Y6-11-52	0.3 hours
Inspect and replace passenger rear outboard ALR (Rear Outboard VM Model)	23-Y6-11-53	0.3 hours
<u>Optional Equipment</u>		
Additional Inspection Time for Vehicle with Sales Code CYD – 5 Passenger Seating (VM Only)	23-Y6-11-61	0.2 hours
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

Floor Plan

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 **09/16/2021** and the remedy was made available on **10/21/2021 for the VM model only**, therefore, the number of days cannot exceed **35** days.

Vehicle	Average Daily Allowance
2021 (VF) Ram ProMaster	Not Applicable – No Remedy-
2021 (VM) Ram ProMaster City	

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

Y61/NHTSA 21V-699

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your Chrysler / Dodge / Jeep® / RAM BusinessLink 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 Y61.

IMPORTANT SAFETY RECALL

Seat Belt Locking Retractor

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 [2021 Model Year (VM) Ram ProMaster City] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 208 S7.1.1.5 requires that, "Each designated seating position, shall have a seat belt assembly whose lap belt portion is lockable so that the seat belt assembly can be used to tightly secure a child restraint system". 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 seat belts in your vehicle ^[1] may contain seat belt retractors with suspect Automatic Locking Retractor ("ALR") levers that may affect the ALR function of the seat belt retractor. The ALR may deactivate earlier than intended and a child seat may not tightly secure to the vehicle seat.

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 inspect the suspect seat belts and replace as needed. The estimated repair time is about 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 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. ^[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.