



March 2023

Dealer Service Instructions for:

Safety Recall 13A / NHTSA 23V-060

Intake Air Grid Heater Relay

Remedy Available

- 2023 (DJ) Ram 2500 Pickup**
- 2023 (D2) Ram 3500 Pickup**
- 2023 (DD) Ram 3500 Cab Chassis**
- 2023 (DP) Ram 4500/5500 Cab Chassis**

Remedy NOT Available

- 2021 – 2022 (DJ) Ram 2500 Pickup**
- 2021 – 2022 (D2) Ram 3500 Pickup**
- 2021 – 2022 (DD) Ram 3500 Cab Chassis**
- 2021 – 2022 (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

About 302,000 of the above vehicles can experience an engine compartment fire originating from the Generation 1 solid state intake air grid heater relay. An electrical short in the relay can potentially lead to a vehicle fire with the ignition on or off. 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 not park these vehicles inside of buildings or structures, or near other vehicles until the vehicle has the final repair completed.

Repair

Install a NEW Intake Air Heater Relay

Parts Information

| <u>Part Number</u> | <u>Qty.</u> | <u>Description</u> |
|--------------------|-------------|--------------------|
| CSTP13A1AA | 1 | Relay, Heater Grid |

Parts Return

No parts return required for this campaign.

Render the recalled relay unusable and discard.

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 battery negative cables with IBS from the battery and isolate it (Figure 1).

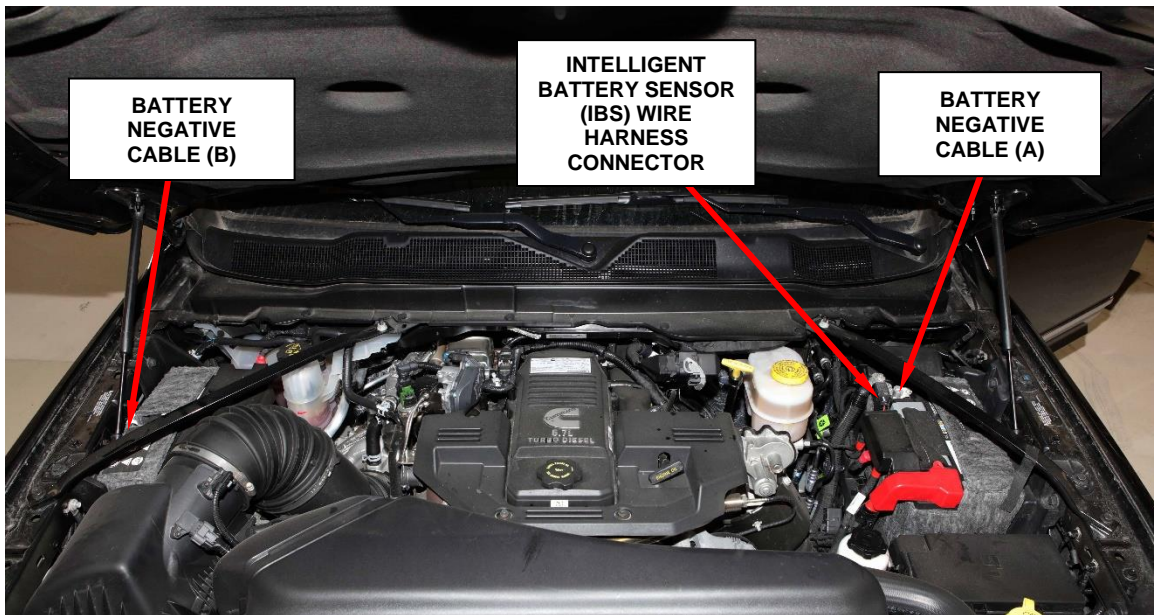


Figure 1 – Engine Compartment

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

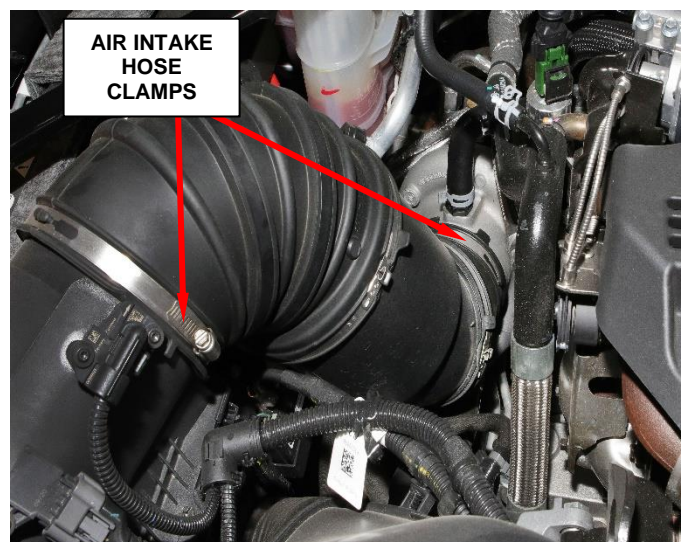


Figure 2 – Air Intake Hose

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).

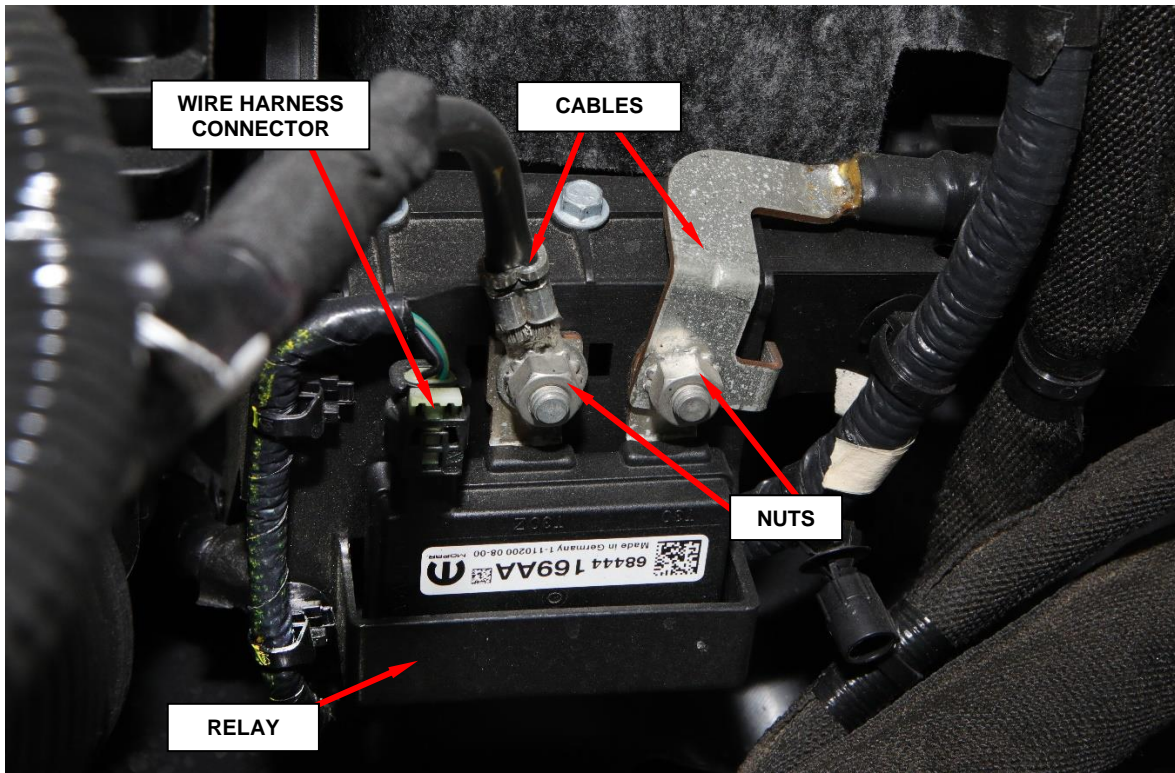


Figure 3 – Intake Air Heater Relay

7. Remove the intake air heater relay by tilting relay forward and away from the studs and **DISCARD** (Figure 4).
8. Install the **NEW** intake air heater relay in the bracket (Figure 3).
9. Install the cables to the intake air heater relay and tighten nuts to 15N·m (11ft. lbs.). (Figure 3).
10. Connect the intake air heater relay wire harness connector (Figure 3).

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| Service Procedure [Continued] |
|--------------------------------------|

11. Install the clean air hose to the air cleaner housing and securely tighten the clamp (Figure 2).
12. Install the clean air hose to the turbocharger and securely tighten the clamp (Figure 2).
13. Install the battery negative cables with IBS to the battery negative posts and tighten to 7 N·m (62 In. lbs.) (Figure 1).
14. Connect the IBS wire harness connector (Figure 1).
15. Close the hood and return the vehicle to the customer or vehicle inventory.

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| 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:

| | Labor Operation Number | Time Allowance |
|----------------------------------|-----------------------------------|---------------------------|
| Replace Relay, Intake Air Heater | 08-13-A1-82 | 0.2 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 02/16/2023. The remedy for 2023 model year vehicles was made available on 03/23/2023, therefore, the number of days cannot exceed 28 days. The remedy for 2021-2022 model year vehicles is not currently available.

| Vehicle | Average Daily Allowance |
|---|--------------------------------|
| 2021-2023 (DJ) Ram 2500 Pickup | |
| 2021-2023 (D2) Ram 3500 Pickup | |
| 2021-2023 (DD) Ram 3500 Cab Chassis | |
| 2021-2023 (DP) Ram 4500/5500 Cab Chassis | |

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

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.

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|-------------------------------|
| Additional Information |
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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 XXXXXXXXXXXXXXXXXX

13A/NHTSA 23V-060

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. RECOMMENDED OPTION

Call your authorized 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 13A.

IMPORTANT SAFETY RECALL

Intake Air Grid Heater Relay

Dear [Name],

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

Owners of vehicles previously notified of the Y08 recall (NHTSA 21V-163) or Y76 recall (NHTSA 21V-798) will need to bring their vehicle in for recall completion, regardless of having the Y08 or Y76 repair performed.

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain [2023 Model Year (DJ) Ram 2500 Pickup, (D2) Ram 3500 Pickup, (DD) Ram 3500 Cab Chassis, (DP) Ram 4500/5500 Cab Chassis] vehicles equipped with a 6.7L Cummins turbo diesel 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] can experience an engine compartment fire originating from the Generation 1 solid state intake air grid heater relay. An electrical short in the relay can potentially lead to a vehicle fire with the ignition on or off. **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 not park these vehicles inside of buildings or structures, or near other vehicles until the vehicle has the final repair completed.

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 replace the suspect relay. The estimated repair time is 30 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. ^[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.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXX

13A/NHTSA 23V-060

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. Visit recalls.mopar.com to sign up for email or SMS notifications for when remedy parts become available. You will be asked to provide your Vehicle Identification Number (VIN), provided above
 2. Scan below using your smartphone or tablet to sign up to be notified when remedy parts become available
- QR Code
3. Wait for FCA US to contact you again, by mail, with a follow-up recall notice when remedy parts are available
 4. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can sign you up to be notified when remedy parts become available, or answer any other questions you may have

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall 13A.

IMPORTANT SAFETY RECALL

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HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

The remedy for this condition is not currently available. We are making every effort to finalize the remedy, and will service your vehicle free of charge (parts and labor) when the remedy is available.

FCA US will contact you again, by mail, with a follow-up recall notice when the remedy is available. Once you receive your follow-up notice, simply contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule a service appointment ^[2]. Additional options for your next steps are included on the left side of this notification. We appreciate your patience.

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**

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