



July 2015

Dealer Service Instructions for:

Emissions Recall R02 VECI Label

Models

2014 (VF) RAM ProMaster (without cab chassis)

*NOTE: This recall applies only to the above vehicles equipped with a 3.0L diesel engine (sales code **EXG**) without cab chassis (sales code **-YF1**) and a 50 state emission control system (sales code **NAS**) built from May 14, 2013 through October 9, 2014 (MDH 051407 through 100907).*

2014-2015 (VF) RAM ProMaster (with cab chassis)

*NOTE: This recall applies only to the above vehicles equipped with a 3.6L gasoline engine (sales code **ERB**) or a 3.0L diesel engine (sales code **EXG**) with cab chassis (sales code **YF1**), and a 50 state emission control system (sales code **NAS**) built from May 14, 2013 through March 26, 2015 (MDH 051407 through 032615).*

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Involved vehicles can be determined by using the VIP inquiry process.

Subject

A non-applicable Vehicle Emission Control Information (VECI) label was inadvertently installed on about 4,000 of the above vehicles.

The VECI label on complete vehicles (also known as without cab chassis) with a 3.0L diesel engine incorrectly states that the vehicle does not have Onboard Diagnostics (OBD).

The VECI labels on incomplete vehicles (also known as cab chassis) equipped with either a 3.6L gasoline engine or a 3.0L diesel engine indicate an incorrect maximum curb weight.

Repair

A new VECI label must be installed over the vehicle's original VECI label.

Parts Information

Dealers are required to install the new label on all involved vehicles in dealer inventory.

New VECI labels are being mailed directly to all vehicle owners known to FCA with the Owner Notification letter. The owners are requested to install the label themselves or, if preferred, to arrange for dealer installation of the owner supplied label without charge.

Parts Information (Continued)

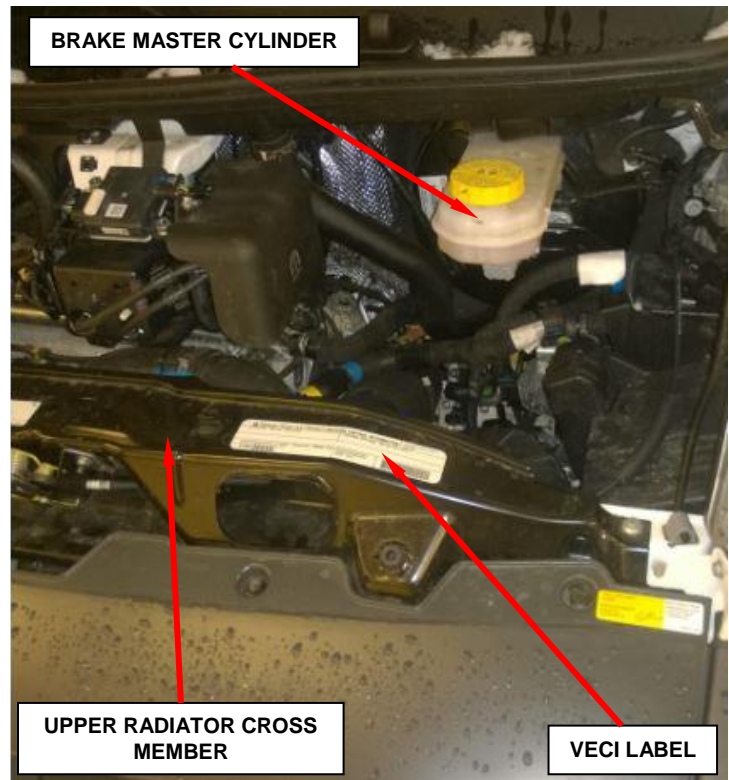
<u>Part Number</u>	<u>Description</u>
47480066AB	Label, VECI (2014 MY, 3.0L without cab chassis)
47480124AB	Label, VECI (2014 MY, 3.6L with cab chassis)
47480416AB	Label, VECI (2014 MY, 3.0L with cab chassis)
47480417AC	Label, VECI (2015 MY, 3.0L with cab chassis)
47480114AC	Label, VECI (2015 MY, 3.6L with cab chassis)

Parts Return

No parts return required for this campaign.

Service Procedure**A. Apply VECI Label**

1. Raise the hood.
2. Locate the original VECI label on the upper radiator crossmember (Figure 1).
3. Clean the surface of the original VECI label with alcohol / glass cleaner or equivalent and a soft cloth.
4. Remove the new VECI label from its paper backing.
5. Apply the new VECI label directly over the original VECI label.
6. Firmly press and smooth the label to ensure good adhesion.
7. Close the hood.
8. Complete the Proof of Correction Form for California Residents, **Section B**.

**Figure 1 – VECI Label Location****B. Complete Proof of Correction Form for California Residents:**

This recall is subject to the **State of California Registration Renewal/Emissions Recall Enforcement Program**. Complete a Vehicle Emission Recall Proof of Correction Form (**Form No. 81-016-1053**) and **supply it to vehicle owners residing in the state of California** for proof that this recall has been performed when they renew the vehicle registration.

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 submitted will be used by FCA US LLC to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Install VECI Label	25-R0-21-82	0.2 hours

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 install the supplied VECI label over the original label on their vehicle. Any owner who prefers not to install the label is asked to schedule an appointment for the service with their dealer. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

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

IMPORTANT EMISSIONS RECALL

R02

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

Dear: (Name)

FCA has determined that a non-applicable Vehicle Emission Control Information (VECI) label was inadvertently installed on certain **2014 through 2015 RAM ProMaster** vehicles equipped with a 50 state emissions system.

The problem is...

The VECI label on complete vehicles (also known as without cab chassis) with a 3.0L diesel engine incorrectly states that the vehicle does not have Onboard Diagnostics (OBD).

The VECI labels on incomplete vehicles (also known as cab chassis) equipped with either 3.6L gasoline engine or a 3.0L diesel engine indicate an incorrect maximum curb weight.

This label provides important emissions related service information and is required under Federal and California regulations.

What you must do...

We ask that you apply the enclosed VECI label so that it covers the original label as described on the reverse side of this letter.

If you prefer not to install the label yourself, simply contact your dealer to schedule a service appointment. Label installation will only take a few minutes. However, additional time may be necessary depending on service schedules. This service will be provided free of charge. **Please bring the enclosed VECI label and this letter with you to your dealer.**

If you need help...

If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either **recalls.mopar.com** or 1-800-853-1403.

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 or you can mail 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**. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

In order to ensure your full protection under the emission warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be a lack of proper maintenance of your vehicle. Further, without this repair, your vehicle may fail a state or local emission inspection test.

We are sorry for any inconvenience but trust that you understand our interest in clean air. Thank you for your attention to this important matter.

Customer Services / Field Operations
FCA US LLC

VECI Label Installation Instructions

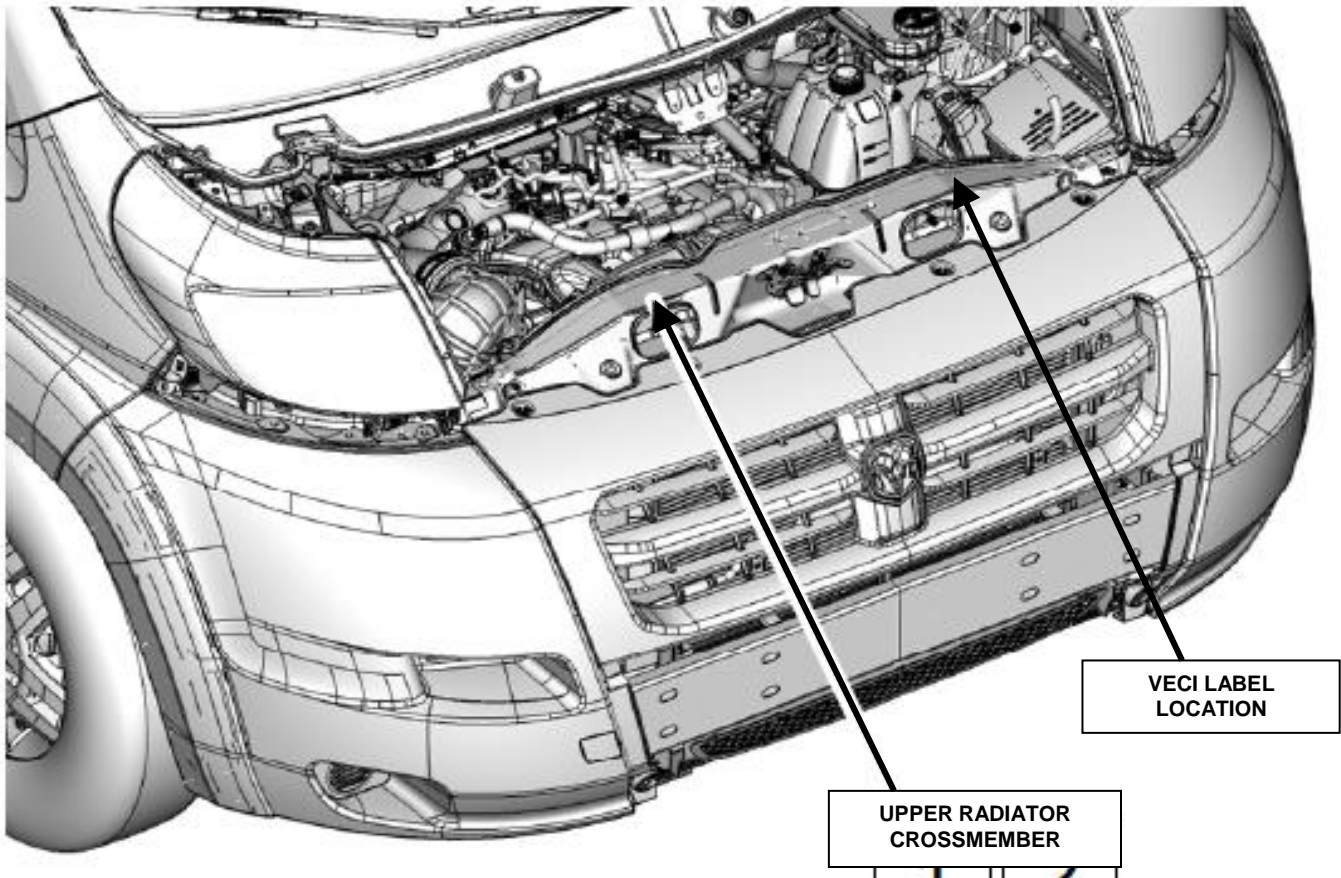


Figure 1 – VECI Label Location

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