



April 2015

Dealer Service Instructions for:

Safety Recall R19 / NHTSA 15V-223

Side Air Bag Inflatable Curtains

Models

2015 (VM) RAM ProMaster City

NOTE: This notification applies only to the above vehicles built through January, 26, 2015 (MDH 012600).

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 “A” pillar right and left Side Air Bag Inflatable Curtains (SABIC) on about 2,400 of the above vehicles may have been manufactured with the incorrect type of assembly tape. The assembly tape may not allow the airbag to deploy as intended. This could cause an increased chance of injury during certain crash events. This may fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 214, “Side Impact Protection”.

Repair

The assembly tape must be torn and removed from the right and left “A” pillar SABIC locations.

Parts Information

No parts are required to perform this service procedure.

Parts Return

No parts return required for this campaign.

Special Tools

The following special tool is required to perform this repair:

- C-4755A Trim Stick

Service Procedure

WARNING: To avoid serious or fatal injury, disable the Supplemental Restraint System (SRS) before attempting this repair. Disconnect and isolate the battery negative (ground) cable, then wait two minutes for the system capacitor to discharge before performing this repair. This is the only sure way to disable the SRS.

WARNING: Failure to take the proper precautions could result in accidental airbag deployment. At no time should any source of electricity be permitted near the inflator on the back of a non-deployed airbag or seat belt tensioner.

1. Disconnect and isolate the battery negative cable. Wait two minutes for the system capacitor to discharge before further service.
2. Open the left front door.
3. Partially remove the left door opening seal from the left A-Pillar (Figure 1).

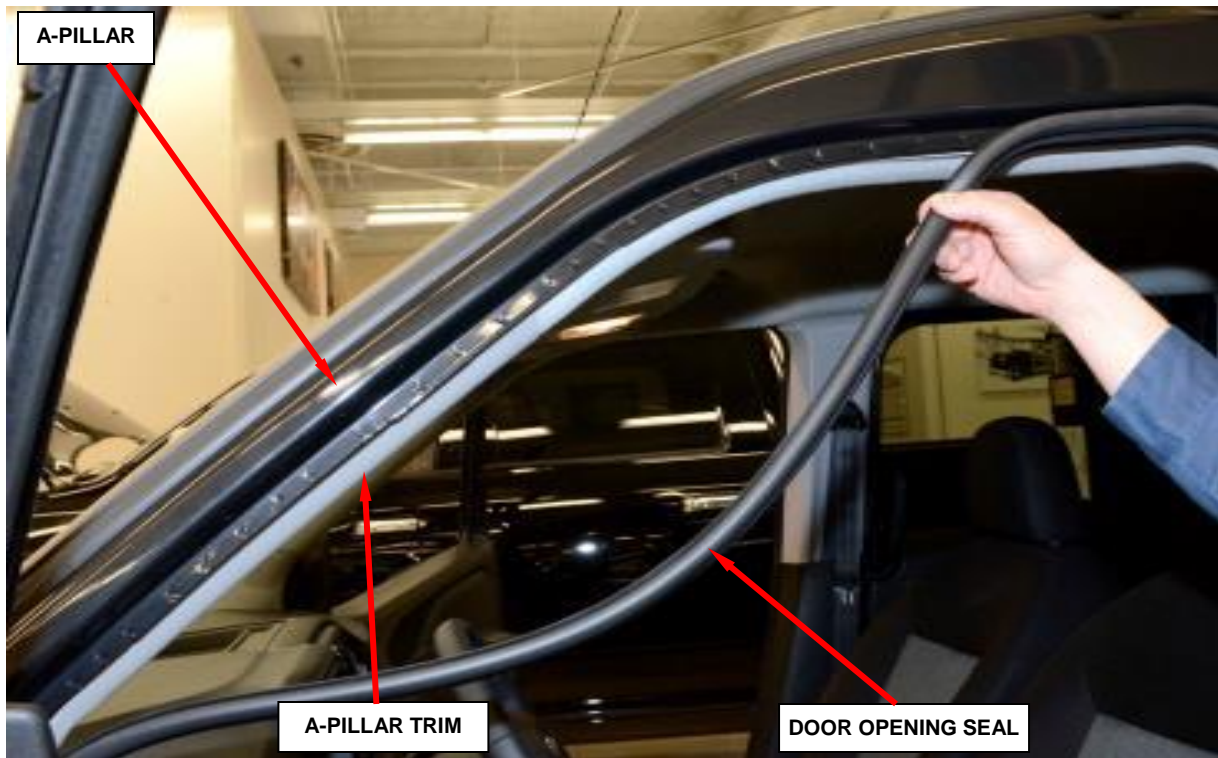


Figure 1 – Door Opening Seal

Service Procedure Continued

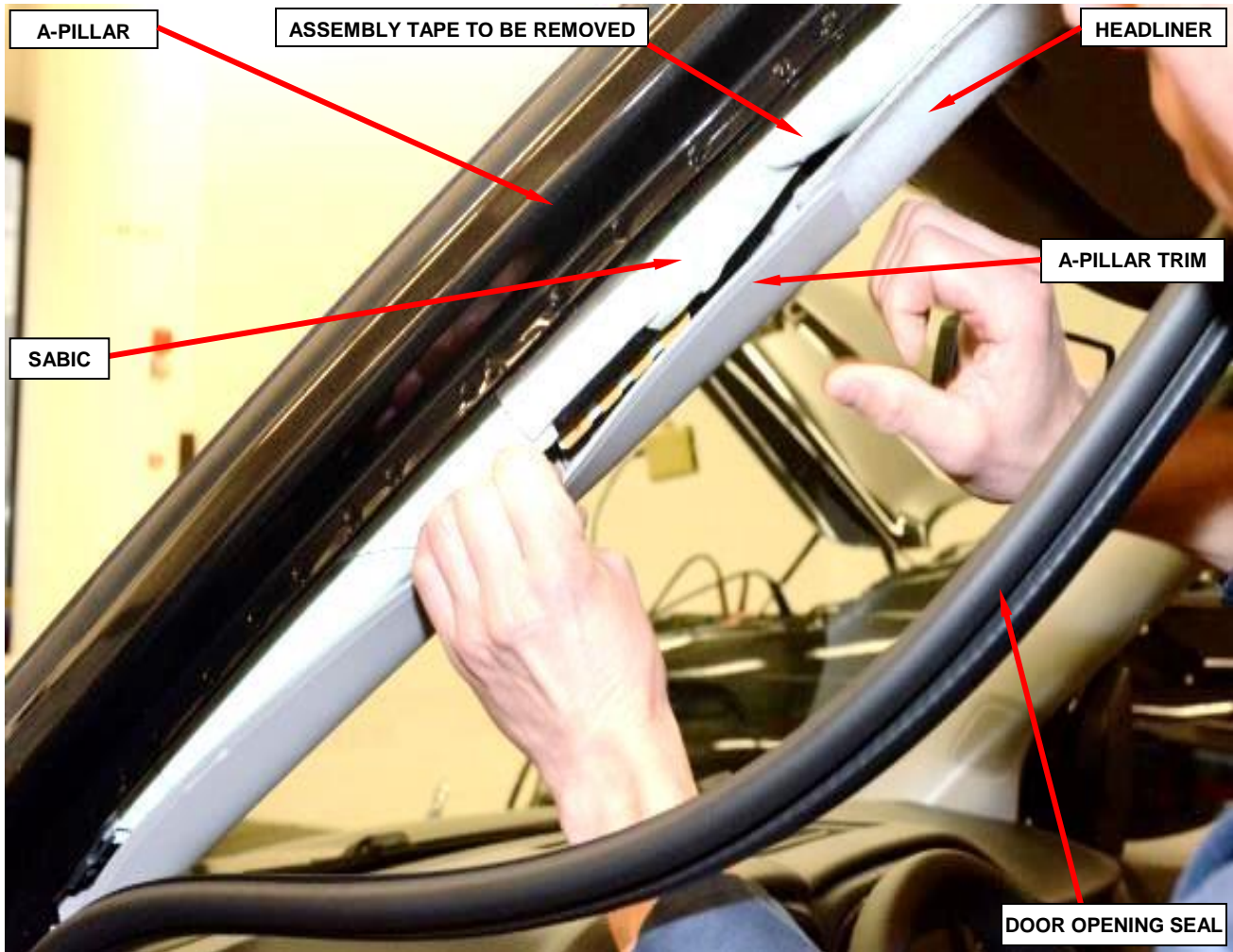


Figure 2 – A-Pillar Trim

4. Partially remove the left A-Pillar trim from the left A-Pillar keeping about a three inch opening to access the SABIC (Figure 2).

NOTE: Do not remove the headliner from the A-Pillar trim. Use extreme care not to damage or crease the headliner at the A-pillar.

Service Procedure Continued

WARNING: Do not attempt to use any sharp tools to remove the assembly tape from the SABIC.

5. Access the assembly tape wrapped around the SABIC and position a Mopar trim stick C-4755A under the assembly tape (Figure 3).
6. Tear the assembly tape pulling outward from the SABIC and remove the tape completely from the SABIC (Figure 3).

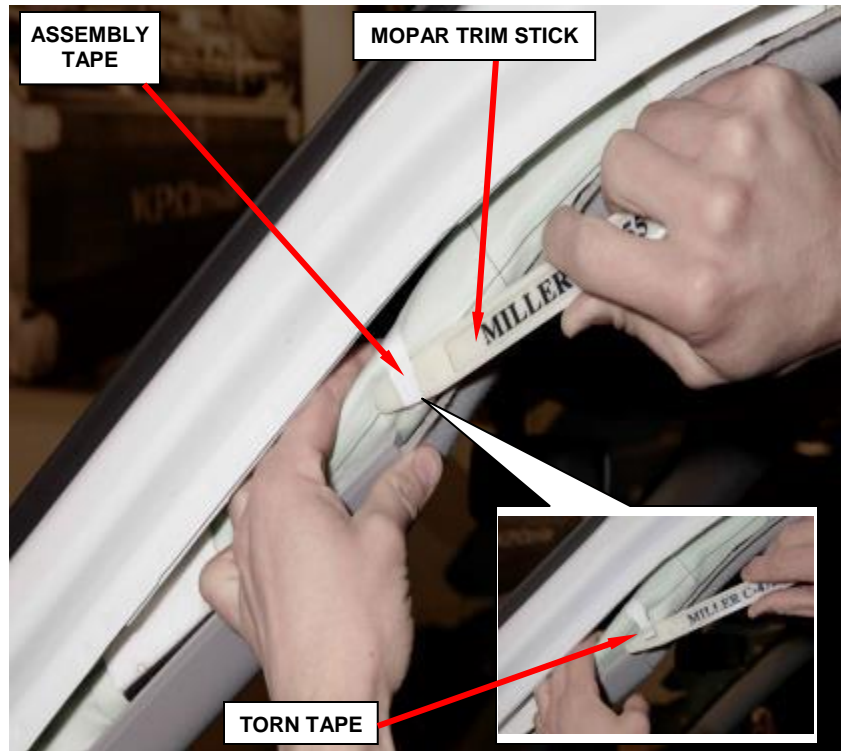


Figure 3 – Trim Stick

7. Install the left A-Pillar trim to the left A-Pillar (Figure 2).

WARNING: Make sure the SABIC flap is tucked inside the A-Pillar trim and the headliner to be sure it is not trapped between the A-Pillar and the A-Pillar trim (Figure 4).

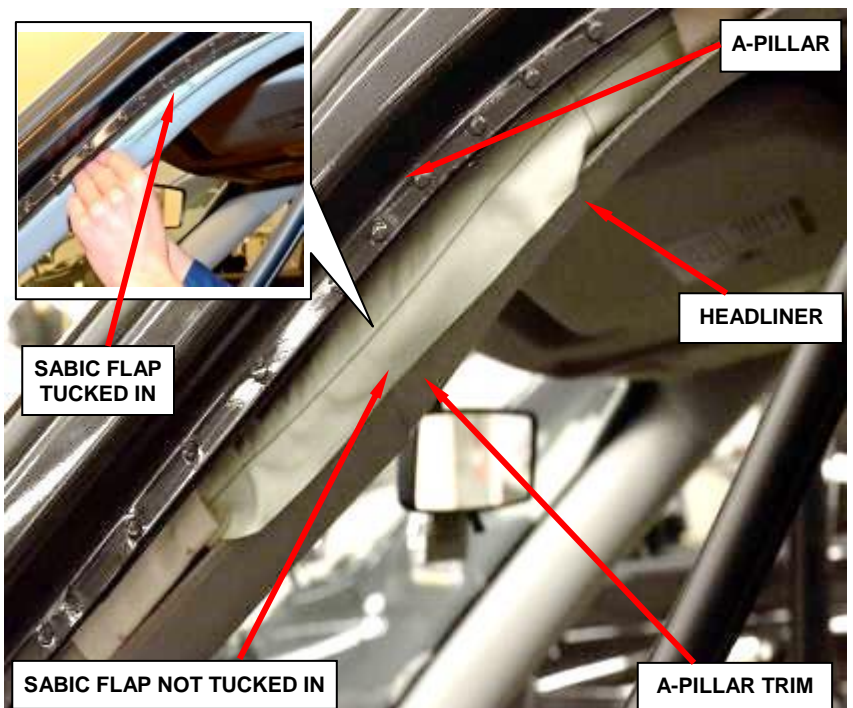


Figure 4 – SABIC Flap

Service Procedure Continued

8. Install the left door opening seal to the left A-Pillar (Figure 1).
9. Repeat **steps 1 through 8** for the right door SABIC.
10. Connect the battery negative cable.
11. 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 submitted 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 <u>Number</u>	Time <u>Allowance</u>
Break assembly tape from right and left side SABIC	23-R1-91-82	0.3 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 schedule appointments for this service with their dealers. 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.

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 FCA 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

IMPORTANT SAFETY RECALL

R19 / NHTSA 15V-223

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

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

Dear: (Name)

FCA has decided that certain **2015 model year RAM ProMaster City** vehicles may fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 214 – Side Impact Protection.

The problem is... **The “A” pillar Side Air Bag Inflatable Curtains (SABIC) on your vehicle may have been manufactured with the incorrect type of assembly tape. The assembly tape may not allow the airbag to deploy as intended. This could cause an increased chance of injury during certain crash events.**

What your dealer will do... **FCA will repair your vehicle free of charge.** To do this, your dealer will remove the assembly tape from the right and left “A” pillar SABIC locations. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply **contact your Chrysler, Jeep, Dodge or RAM dealer** right away to schedule a service appointment. **Please bring 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.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to **recalls.mopar.com**.

If you have already experienced this specific condition and have paid to have it repaired, you may 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.

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 call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
FCA US LLC

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