March 2023

Dealer Service Instructions for:

Customer Satisfaction Notification 40A
115-Volt Auxiliary Power Outlet

Remedy Available

2023 (DT) Ram 1500 Pickup

NOTE: Some vehicles above may have been identified as not involved in this campaign and therefore have been excluded from this campaign.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should complete this campaign service on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in used vehicle inventory and those vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The center console on about 13 of the above vehicles may have been mistakenly equipped with a 115-volt auxiliary power outlet. The power outlet does not provide power.

Repair

Remove the 115-Volt auxiliary power plug and install a cover.

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Parts Information

Part Number	Description
7QF99TX7AA	**Power Outlet Cover**

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 and isolate the negative battery cable(s).

2. Using a trim stick or equivalent, remove the center console end cap trim bezel (Figure 1).



Figure 1 – Trim Bezel

3. Remove the two screws securing the end cap (Figure 2).



Figure 2 – End Cap

Service Procedure [Continued]

4. Using a trim stick or equivalent, disengage the console end cap retaining clips from the console (Figure 3).



Figure 3 – Console End Cap

5. Disconnect the wire harness connectors for seat controls (Figure 4).

6. Disconnect the wire harness connector from the media hub (Figure 4).

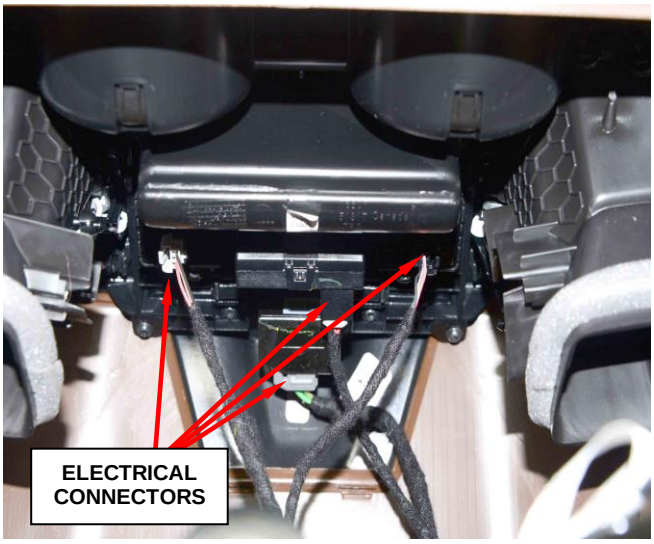


Figure 4 – Electrical Connectors

Service Procedure [Continued]

7. From the back of the bezel, press on the release tabs that are on the side of the power outlet and remove the outlet from the bezel and **DISCARD** (Figure 5).

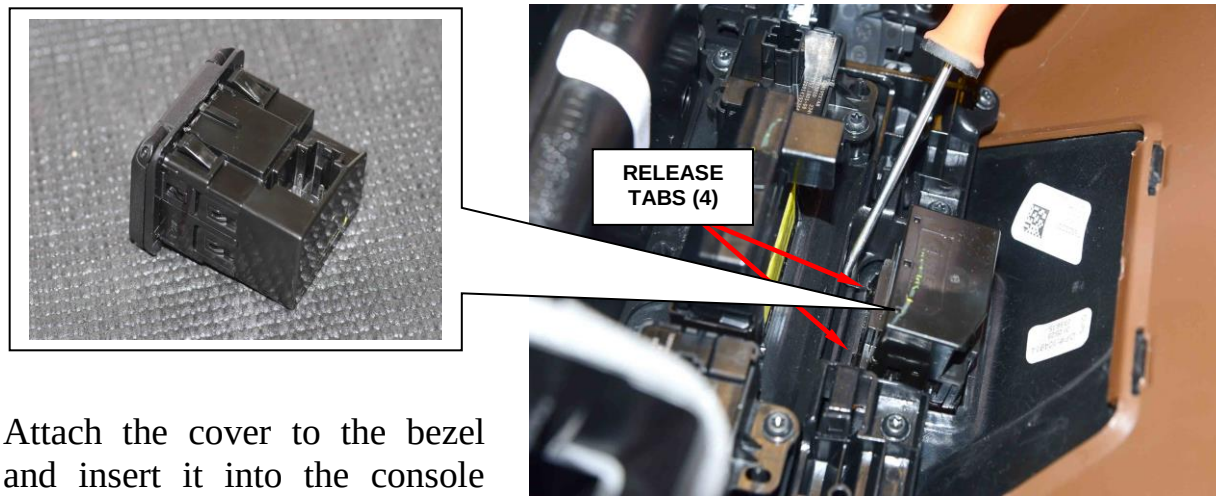


Figure 5 – Power Outlet

8. Attach the cover to the bezel and insert it into the console opening (Figure 6).

9. Connect the wire harness connectors for seat controls (Figure 4).

10. Connect the wire harness connector from the media hub (Figure 4).

11. Engage the console end cap retaining clips to the console.

12. Install the two screws securing the end cap and tighten securely (Figure 2).

13. Install the trim bezel on the console end cap (Figure 1).



Figure 6 – Cover Installed

14. Reconnect the negative battery cable and tighten to 7N·m (62In. Lbs.).

15. 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 Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	**Time Allowance**
Remove 115-Volt Auxiliary Power Plug and install a cover.	08-40-A1-82	0.3 hours

NOTE**:** See the Warranty Administration Manual, Recall Claim Processing Section, for complete 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 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 campaign displayed can be sorted by: those vehicles that were unsold at campaign launch, those with a phone number, city, zip code, or VIN sequence.

Dealers should 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.

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 notification 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 Service / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]
VIN XXXXXXXXXXXXXXXXX

40A

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.

DEALERSHIP INSTRUCTIONS
Please reference CSN 40A.

CUSTOMER SATISFACTION NOTIFICATION

115-Volt Auxiliary Power Plug

Dear [Name],

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle [1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2023 Model Year (DT) Ram 1500 Pickup] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

Your vehicle may have been mistakenly equipped with a 115-volt auxiliary power outlet in the center console. The power outlet does not provide power.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will remove the 115-volt power plug and install a cover. 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. [2] 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 repair performed.

We apologize for any inconvenience, but are sincerely concerned about your satisfaction. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC

FIAT CHRYSLER AUTOMOBILES

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] 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.