INTERNATIONAL

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 117 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).

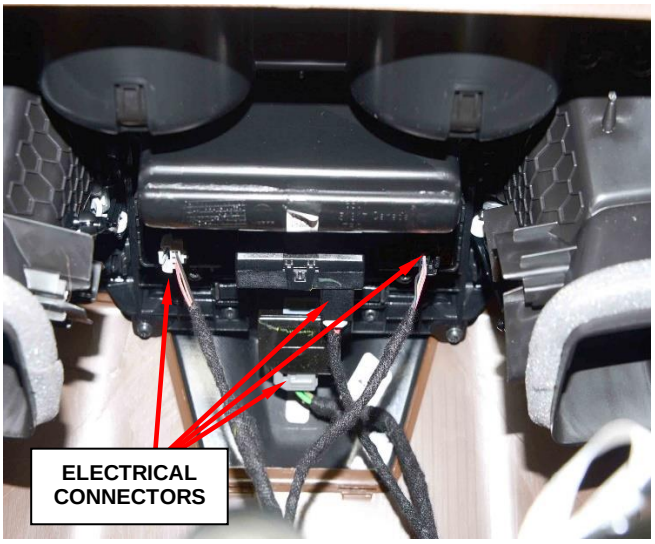


Figure 4 – Electrical Connectors

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).

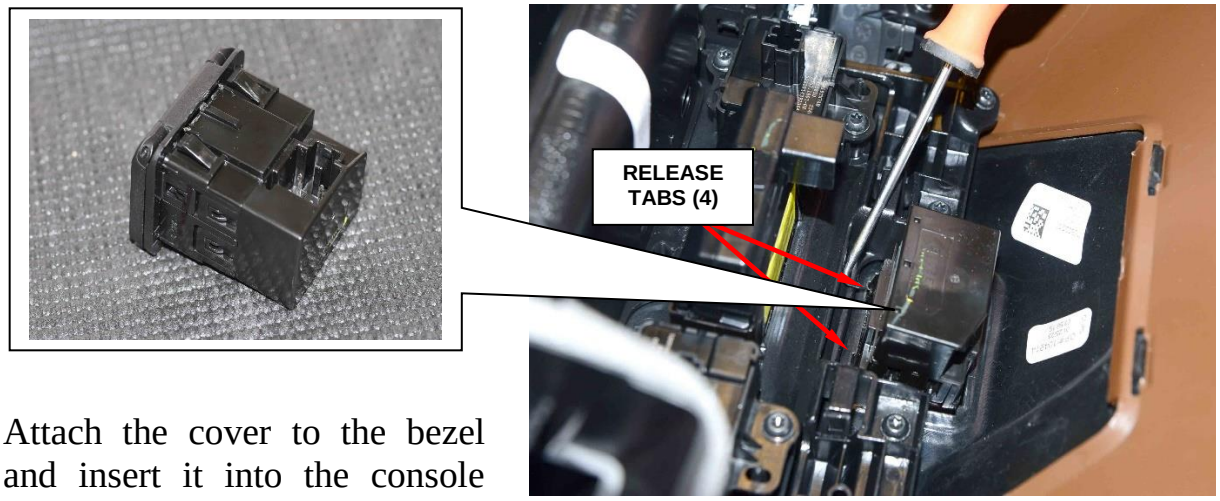


Figure 5 – Power Outlet

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 paid will be used by FCA US LLC 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 International Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

Owner Notification and Service Scheduling

All involved vehicle owners should be notified of the service requirement by their Dealer. Owners are requested to schedule appointments for this service. A sample copy of the owner notification letter is attached.

Vehicle Lists, Global Recall System, VIP and Distributor/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. Completed vehicles are removed from GRS within several days of repair claim submission.

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.

FIAT CHRYSLER AUTOMOBILES

CUSTOMER SATISFACTION NOTIFICATION 40A

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

Dear **RAM Owner:**

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. This will be done at no charge to you.

We are recommending the following improvements be performed on certain **2023 model year RAM 1500 Pickup trucks.**

The problem is...	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.
What your dealer will do...	**FCA will service 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 work will take about 30 minutes to complete. However, additional time may be necessary depending on service schedules. We recommend that you make an appointment with your dealer to minimize your inconvenience.
What you must do...	Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment. Please bring this letter with you to your dealer.
If you need help...	If you have trouble getting your vehicle serviced, please contact the Dealer nearest your location. A representative will assist you in getting your vehicle serviced. This information can be found in the Customer Assistance section of your Owner's Manual.

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

Global Service & Parts - International
FCA US LLC
Notification Code 40A