



February 2019

Dealer Service Instructions for:

## Safety Recall V04 / NHTSA 19V-TBD\* Ground Cable

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### Remedy Available

**2019 (DT) RAM 1500 Pickup**

*NOTE: This recall applies only to the above vehicles built from October 31, 2017 through October 25, 2018 (MDH 103109 through 102506).*

**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 12-Volt battery ground on about 159,710 of the above vehicles may have been built with a loose 12-Volt battery body ground cable fastener. This condition may cause an intermittent battery ground connection, and may result in an intermittent loss of power steering assist with inconsistent steering effort required by the driver. Inconsistent steering effort may contribute to oversteer and understeer conditions which can cause a vehicle crash without prior warning.

### Repair

See service procedure below.

## Service Procedure

1. Place the vehicle in the “PARK” position and place the ignition in the “Off” position.
2. Pull on the hood release lever and open the hood.
3. Disconnect the 12-Volt negative cable at the battery post.
4. Remove the 13mm hex head nut from the body ground cable and Powertrain Control Module ground strap stud located on the left side of the fender (Figure 1).

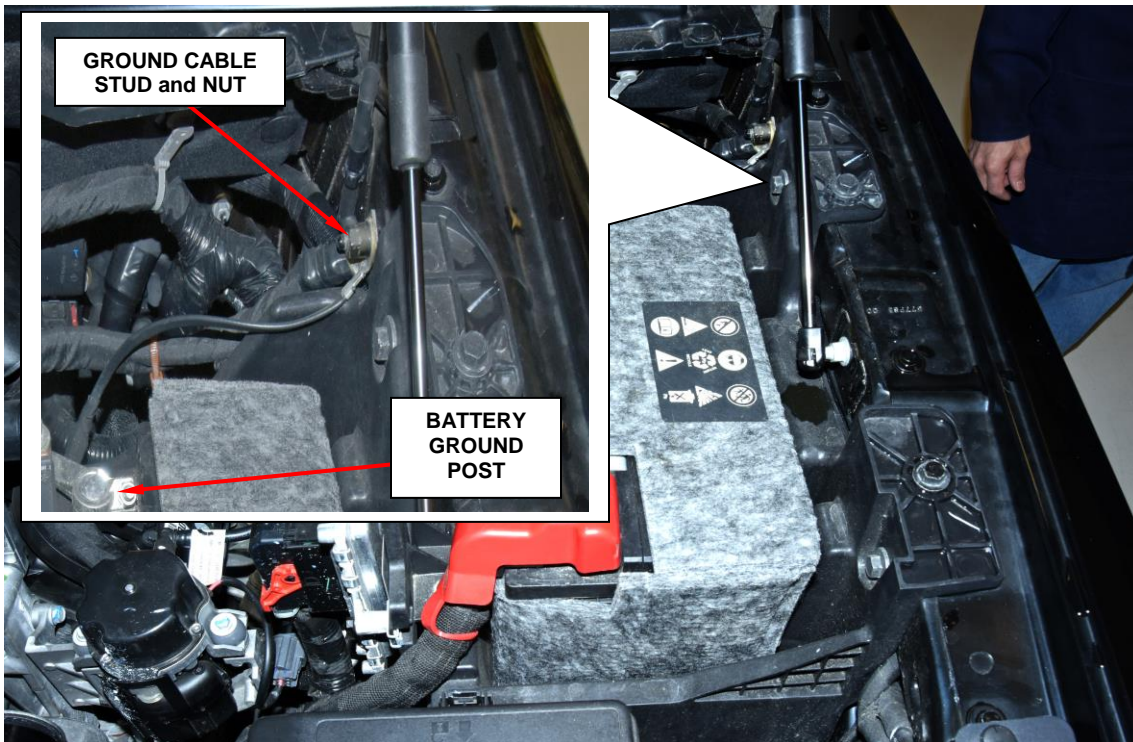


Figure 1 – Left Side of Engine Compartment

5. Inspect the ground stud threads and nut for any carbon deposits, clean as necessary.
6. Using a torque wrench tighten the nut to 20 N·m (14ft. lbs.) to achieve the required torque.

**NOTE:** If the nut is not able to achieve the required torque, the stud will need to be replaced, please contact the FCA STAR Center on how to proceed with the repair.

**Service Procedure [Continued]**

- 7. Reconnect the 12v ground cable at the battery post and tighten to 5 N·m (45In. lbs.).
- 8. Close hood and 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 recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect and verify torque at G2A ground nut	08-V0-41-82	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 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.*

**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