CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Powertrain Control Module Software

Reference: 08A

FCA US LLC

2022 – 2023 (DT) Ram 1500 Pickup

Template Version 1.8

Revision	Edition	Detail
0	October 2023	Initial Version.

SYMPTOM DESCRIPTION

The Malfunction Lamp Indicator (MIL) on about 80,782 of the above vehicles may illuminate and cause limited vehicle speed due to a calibration issue**.** The MIL may turn off and vehicle speed may be restored after a key cycle.

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.

REPAIR TO BE PERFORMED

Reprogram the PCM with updated software.

COMPLETION REPORTING / 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 numbers and time allowances:

Labor Description	Number	Hrs
Inspect PCM software level	18-08-A1-81	0.2hrs
Inspect and reprogram PCM with updated software	18-08-A1-82	0.2hrs

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

PARTS INFORMATION

No parts required

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

The following special tools is /are required to perform this repair:

Number	Description
NPN	wiTECH MicroPod II / MDP
NPN	Laptop Computer
NPN	wiTECH Software

DEALER NOTIFICATION

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

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Service Procedure

NOTE: The wiTECH scan tool must be used to perform this customer satisfaction notification. The wiTECH software is required to be at the latest release level before performing this procedure. If the reprogramming flash for the Powertrain Control Module (PCM) is aborted or interrupted, repeat the procedure. The PCM software must be at the latest software calibration level after completing this customer satisfaction notification.

1. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

NOTE: Use an accurate stand-alone voltmeter. The battery charger voltmeter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

2. Connect the wiTECH micro pod II to the vehicle data link connector
3. Place the ignition in the "**RUN**" position.
4. Open the wiTECH 2.0 website.
5. Enter your "**User id**" your "**Password**" and your "**Dealer Code**", then select "Finish" at the bottom of the screen.
6. Starting at the "**Vehicle Selection**" screen, select the vehicle to be updated.
7. From the "**Action Items**" screen, select the "**Topology**" tab.
8. From the "**Topology**" tab, select the "**PCM**" module icon.
9. From the "**Flash**" tab, compare the "**Current Electronic Control Unit (ECU) Part Number**" with the "**New ECU Part Number**" listed.
   - If the "**Current ECU part Number**" is the same as the "**New Part Number**", proceed to **Step 14**.
   - If the "**Current ECU part Number**" is NOT the same as the "**New Part Number**", continue with **Step 10**.
10. From the PCM tab, select the flash part number. Read the flash special instructions page. Select "**OK**" to continue.
11. From the "**Flash ECU Agreement**" page, agree to terms by "**Checking the Box**".
12. Select "**Flash ECU**" and then follow the wiTECH screen instructions to complete the flash.
13. Once the software is confirmed to be at the latest available calibration level, select "**View DTCs**".
14. Select the "**Clear All DTCs**" tab, then click "**Clear All DTCs**" and then select "**Close**". It may be necessary to cycle the ignition OFF to RUN to clear the codes.
15. Turn the ignition to the "**OFF**" position and then remove the wiTECH micro pod II device from the vehicle.
16. Remove the battery charger from the vehicle.

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Service Procedure [Continued]

17. 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.

Process Steps to obtain the California Proof of Correction form:

a. Access the "**DealerCONNECT**" website.
b. Select the "**Service**" tab.
c. Under the "**Publications**" heading, select the "**ePublishing**" link.
d. Sign in using your **Dealer Code** and **Password**.
e. Select the "**Proof of Correction form**".

18. Return the vehicle to the customer.

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This notice applies to your vehicle,

[Model Year and Model]
VIN XXXXXXXXXXXXXXXXX

08A

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 08A.

CUSTOMER SATISFACTION NOTIFICATION

Powertrain Control Module Software

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 [2022 – 2023 Model Year (DT) Ram 1500 Pickup] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The Malfunction Lamp Indicator (MIL) on your vehicle may illuminate and cause limited vehicle speed due to a software calibration issue**.** The MIL may turn off and vehicle speed may be restored after an ignition key cycle.

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 reprogram the Powertrain Control Module. The estimated repair time is about 20 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

CALIFORNIA RESIDENTS

The State of California requires the completion of this emission recall repair prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the Customer Satisfaction Notification service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the Customer Satisfaction Notification has been performed.

In order to ensure your full protection under the emissions warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

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.