CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Powertrain Control Module Software

Reference: 08A

FCA Canada Inc.

2022 – 2023 (DT) Ram 1500 Pickup

Template Version 1.8

Revision	Edition	Detail
0	November 2023	Initial Version.

SYMPTOM DESCRIPTION

The Malfunction Lamp Indicator (MIL) on about 6,428 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.

Parts listed on any campaign are required for the repair but may not always be eligible for reimbursement. As stated in the Service Administration Manual; Normal shop supplies, such as general-purpose cleaners, solvents, lubricants, etc. submitted on claims are subject to non-payment or chargeback.

Use the following labour operation numbers and time allowances:

Labour Description	Number	Hours
Inspect PCM software level	18-08-A1-81	0.2
Inspect and reprogram PCM with updated software	18-08-A1-82	0.2

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 are required to perform this repair:

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

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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 / SERVICE SCHEDULING

All involved vehicle owners known to FCA Canada are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A 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, Postal 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.

VIN lists may contain confidential, restricted owner name and address information. 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.

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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**".

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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.

17. Return the vehicle to the customer.

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CUSTOMER SATISFACTION NOTIFICATION
An important improvement for your vehicle is available.
AVIS VISANT À ASSURER LA SATISFACTION DE LA CLIENTÈLE
Une amélioration importante pour.

SCAN TO VIEW RECALLS

FCA
FIAT CHRYSLER AUTOMOBILES

CUSTOMER SATISFACTION NOTICE 08A
POWERTRAIN CONTROL MODULE SOFTWARE

Dear Vehicle Owner:

At FCA Canada Inc., 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 2022 – 2023 MODEL YEAR (DT) RAM 1500 PICKUP VEHICLES

Your vehicle must be repaired because:
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.

We apologize for any inconvenience and thank you for your attention to this very important matter.

FCA Canada Inc.
National Service and Parts Manager

What You Must Do:

Contact an authorized FCA Canada dealer to schedule a service appointment.

What Your Dealer Will Do:

FCA will repair your vehicle free of charge. To do this, your dealer will reprogram the Powertrain Control Module. The estimated repair time is about 20 minutes However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

FREQUENTLY ASKED QUESTIONS

WHERE CAN I FIND MORE INFORMATION ON THIS RECALL OR ANY OTHER RECALL AFFECTING MY VEHICLE?

By Web:	recalls.mopar.ca
By Phone:	(800) 465-2001
By Email:	www.fcacanada.ca/en/contact_us.php
By Mail:	FCA Canada Customer Care Centre P.O. Box 1621, Windsor, ON N9A 4H6

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 will still be required to have the campaign performed by an authorized FCA Canada dealer at no charge to you. Once completed, please send your original receipts and/or adequate proof of payment along with the campaign invoice to the following address for **further review of possible reimbursement**: FCA Canada Customer Care Centre, P.O. Box 1621, Windsor, ON N9A 4H6.

HOW DO I UPDATE MY NAME AND ADDRESS OR IF I NO LONGER OWN THIS VEHICLE?
Contact the Customer Name & Address Call Centre at 1-800-373-1474 to update your information.

FCA IS THE MANUFACTURER OF THE FOLLOWING

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