SAFETY RECALL
INTERNATIONAL
Instrument Panel Cluster

Reference: 80C

FCA US LLC

Remedy NOT available for

2024-2025 (WD) Dodge Durango

Remedy available for

2023-2024 (DT) Ram 1500 Pickup
2023-2024 (DJ) Ram 2500 Pickup
2023-2024 (DD) Ram 3500 Cab Chassis
2023-2024 (DP) Ram 4500/5500 Cab Chassis

Template Version 1.8

Revision	Edition	Detail
0	December 2025	Initial Version.

SYMPTOM DESCRIPTION

The Instrument Panel Cluster (IPC) on about 6,565 vehicles when configured for Gulf Cooperation Council (GCC), destinations may display Arabic language in reverse order, which may confuse drivers of certain messaging and alerts displayed by the IPC. Illegible wording may not be compliant to GSO 42, 2015 Sec 44 requiring Arabic language in safety warnings and messaging statements. Customers may notice illegible messaging inconsistent with standard written practice. Illegible messages may increase the risk of a vehicle crash without prior warning.

SCOPE

This recall applies only to the above vehicles configured for Gulf Cooperation Council (GCC), destinations.

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

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should complete this recall 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

Update Instrument Panel Cluster (IPC) software.

COMPLETION REPORTING / REIMBURSEMENT

Claims paid will be used by FCA US LLC to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Inspect IPC Software Level **(DT, DJ, DD, DP)**	18-80-C1-81	0.2
Inspect and Update IPC Software Level 3.5” Cluster Sales code JAK **(DT) ONLY**	18-80-C1-82	0.3
Inspect and Update IPC Software Level 3.5” Cluster Sales code JAK **(DJ, DD, DP) ONLY**	18-80-C1-83	0.4
Inspect and Update IPC Software Level 7.0” Cluster Sales code JAL **(DT, DJ, DD, DP)**	18-80-C1-84	0.5

NOTE: See the FCA International Warranty Policy and Procedure Manual, Claim Entry Section – Recall Claims for claim processing instructions.

PARTS INFORMATION

No parts are required to perform this service procedure.

PARTS RETURN

No parts return required for this campaign.

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SPECIAL TOOLS

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

OWNER NOTIFICATION / 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 DEALER FOLLOW UP

All involved vehicles have been entered into the 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 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

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SERVICE PROCEDURE

Reprogram Instrument Panel Cluster (IPC):

NOTE: The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure. If the reprogramming flash for the IPC is aborted or interrupted, repeat the procedure. The IPC software must be at the latest software calibration level after completing this recall.

1. Open the hood. 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 volt meter 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.

   NOTE: The vehicle MUST NOT be connected to a high voltage battery charger during the flash process.

2. Connect the wiTECH micro pod II / MDP 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**" and "Password" and your "**Dealer Code**", then select "**Sign In**" at the bottom of the screen. Click "**Accep**t".
6. From 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 "**IPC**" 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 15**.
   - If the "**Current ECU part Number**" is NOT the same as the "**New Part Number**", continue with **Step 10**.
10. From the IPC tab, select the IPC 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. Confirm the software is at the latest available calibration level.

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14. Cycle the ignition to the "**OFF**" position let vehicle go into network sleep. Then back to the "**RUN**" position before clearing any DTCs that may have been set in any module during the flash process.

15. Click "**View DTCs**", select "**Clear All DTCs**", click "**Continue**" and then click "**Close**".

16. Place the ignition in the "**OFF**" position and then remove the wiTECH micro pod II / MDP device from the vehicle.

17. Remove the battery charger from the vehicle.

18. Close the engine compartment hood and return the vehicle to the customer or inventory.

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LOGO

PRODUCT SAFETY RECALL

VEHICLE PICTURE

80C – Instrument Panel Cluster

Dear RAM customer, it is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2023 and 2024 model year (DT) Ram 1500 Pickup, (DJ) Ram 2500 Pickup, (DD) Ram 3500 Cab Chassis, (DP) Ram 4500/5500 Cab Chassis vehicles.

This notice applies to your vehicle:
[Model Year and Model]
VIN xxxxxxxxxxxxxxxxx
(license plate as optional)

Your VIN number is on the vehicle label and/or on the vehicle registration certificate.

CONSUMER OPTIONS TO GET MORE INFORMATION:

1) Call your Jeep authorized Repairer

2) Call the Recall Support free phone (EE G10* while for Importers they will replace with their ones) (available in the relevant official languages) of the EU Union.

3) Visit the RAM App or Website (ref. for example Customer CHECK VIN).

Alert to the Consumer: If you know other persons with the same vehicle model please ask them to check their VINs on the RAM App or Website.

For G10* (France, Italy, Spain, Portugal, Germany, UK, Netherlands, Belgium, Poland and Austria) = 0080008251001

DESCRIPTION OF THE ISSUE

The Instrument Panel Cluster (IPC) on your vehicle when configured for Gulf Cooperation Council (GCC), destinations may display Arabic language in reverse order, which may confuse drivers of certain messaging and alerts displayed by the IPC. Illegible wording may not be compliant to GSO 42, 2015 Sec 44 requiring Arabic language in safety warnings and messaging statements. Customers may notice illegible messaging inconsistent with standard written practice. Illegible messages may increase the risk of a vehicle crash without prior warning.

DEALER ACTION

FCA US LLC will repair your vehicle free of charge (parts and labor). To do this, your dealer will update IPC software. 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.

CONSUMER ACTION

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.

Thank you for your understanding and we regret the inconvenience.
We look forward to seeing you.
Yours sincerely.

If you no longer own this vehicle, we would be grateful if you would kindly forward this letter to the current owner, or complete the section below and return it to :
Export : “Name and address of Point of Sale and/or postal service provider”.
1- Clot-1: “80C” “VIN” “CODE_PDV » « LIB_PDV »
VEHICLE ALREADY CHECKED BY .....
I no longer own the above vehicle, it has been: SOLD ☐ STOLEN ☐ SCRAPPED ☐
I transferred ownership of the vehicle to: Mr ☐ Mrs ☐ Ms ☐ Company ☐
Surname: ..... First name: .....
Address: .....
Post Code: ..... Town: ..... Country: .....