CUSTOMER SATISFACTION NOTIFICATION

INTERNATIONAL

Powertrain Control Module Software

Reference: 08A

STELLANTIS

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 2,989 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 International Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

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]

18. Return the vehicle to the customer.

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CUSTOMER SATISFACTION NOTIFICATION *08A*

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 **2022 through 2023 model year RAM 1500 Pickup vehicles.**

The problem is...	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.
What your dealer will do...	**FCA will service 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. 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. 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 08A