FIAT CHRYSLER AUTOMOBILES

February 2023
Dealer Service Instructions for:

Safety Recall 14A
Transport Canada 2023-047
Rearview Camera

Remedy Available

2021-2023 (DT) Ram 1500 Pickup
2023 (DJ) Ram 2500 Pickup

NOTE: This recall applies only to the above vehicles equipped with Trailer Reverse Steering Control (Sales Code XA1).

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 vehicle inventory. Dealers should complete this repair on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

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Subject

The Trailer Reverse Steering Control Module (TRSCM) software on about 7 884 of the above vehicles may prevent the rearview image from displaying under certain conditions. An Electronic Throttle Control warning indicator may also be illuminated in the instrument panel cluster. The vehicle operator will notice that the rearview image is not displayed if attempting to reference the image while backing. If this warning is not heeded, backing without verifying it is safe to do so could lead to an increased risk of injury to people outside the vehicle.

Subject [Continued]

The condition described above does not comply with Canada Motor Vehicle Safety Standard (“CMVSS”) 111 - *Mirrors and Rear Visibility Systems* which requires that "The rear visibility system default to the rearview image being visible, and meet the requirements of FMVSS 571.111 S6.2.1 (field of view) and S6.2.2 (image size) at the beginning of each backing event, regardless of any modifications to the field of view that the driver had previously selected."

Repair

Reset the Trailer Reverse Steering Control Module (TRSCM) then reprogram the TRSCM with the latest available software.

CAUTION: <u>This is a multi-stage single flash</u>. If power is disrupted between the end of the first stage and start of the second, the TRSCM may not be recoverable and will require replacement.

Parts Information

No parts are required to perform this service procedure.

Parts Return

No parts return required for this campaign.

Special Tools

The following special tools are required to perform this repair:

- NPN wiTECH MicroPod II
- NPN Laptop Computer
- NPN wiTECH Software

Service Procedure

NOTE: The TRSCM must be reset before performing this software update. Perform the following steps to reset the TSRCM first before proceeding with the software update.

1. **(DT) Ram 1500 Only:** Remove the two screws (1) along the bottom edge of the lower steering column opening cover then lower the cover (2) to gain access to the interior Power Distribution Center (PDC) (Figure 1).

   CAUTION: Do not stress any wires while lowering the panel.

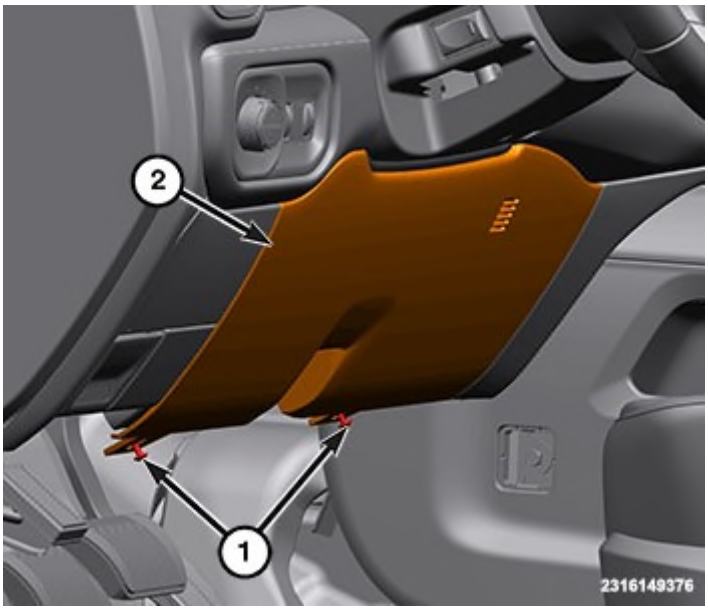


Figure 1 – Steering Column Opening Cover

2. **(DT) Ram 1500 Only:** To reset the TRSCM, remove and reinstall the TRSCM fuse 53 in the interior PDC, then cycle the ignition (Figure 2).

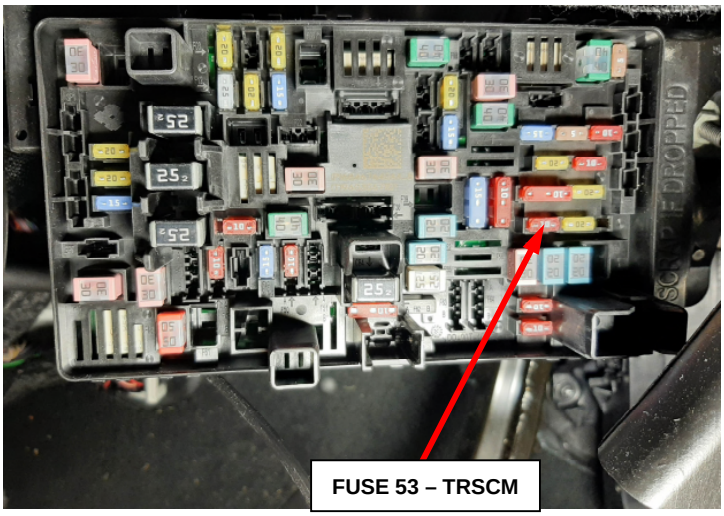


Figure 2 – TRSCM Fuse 53

3. **(DT) Ram 1500 Only:** Install the lower steering column cover (2) then install and tighten the two screws (1) (Figure 1).

Service Procedure [Continued]

4. **(DJ) Ram 2500 Only:** Open the hood.

5. **(DJ) Ram 2500 Only:** Open the PDC cover (Figure 3).



Figure 3 – Under Hood PDC

6. **(DJ) Ram 2500 Only:** To reset the TRSCM, remove and reinstall the TRSCM fuse 83 in the PDC, then cycle the ignition (Figure 4).

7. **(DJ) Ram 2500 Only:** Close the PDC cover.

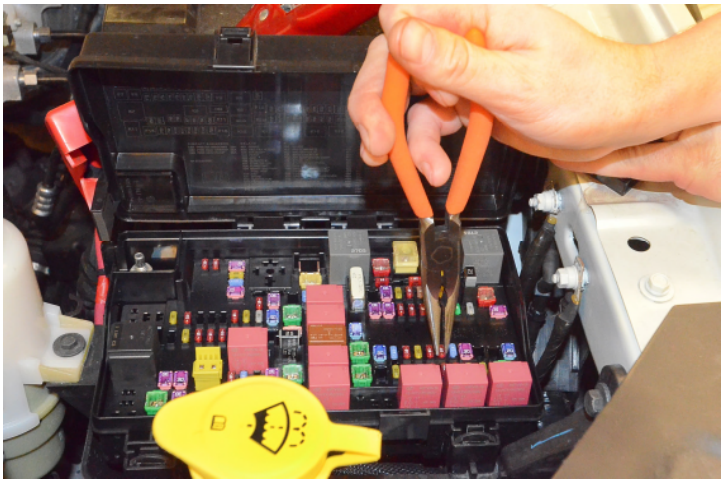


Figure 4 – Remove Fuse 83

Service Procedure [Continued]

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 TRSCM is aborted or interrupted, repeat the procedure. The TRSCM software must be at the latest software calibration level after completing this recall.

CAUTION: <u>This is a multi-stage single flash</u>. If power is disrupted between the end of the first stage and start of the second, the TRSCM may not be recoverable and will require replacement.

8. 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.

9. Connect the wiTECH micro pod II to the vehicle data link connector.

10. Place the ignition in the "**RUN**" position.

11. Open the wiTECH 2.0 website.

12. Enter your "**User id**" and "**Password**" and your "**Dealer Code**", then select "**Sign In**" at the bottom of the screen. Click "**Accept**".

13. From the "**Vehicle Selection**" screen, select the vehicle to be updated.

14. From the "**Action Items**" screen, select the "**Topology**" tab.

15. From the "**Topology**" tab, select the "TRSCM" icon.

Service Procedure [Continued]

16. 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 22**.
    - If the "**Current ECU part Number**" is NOT the same as the "**New Part Number**", continue with **Step 17**.

17. From the TRSCM tab, select the TRSCM flash part number. Read the flash special instructions page. Select "**OK**" to continue.

    NOTE: When starting this ECU flash programming session, the progress bar may hang for about 2 minutes in the beginning and at the end of the flash process.

18. From the flash ECU agreement page, agree to terms by checking the box.

19. Select "**Flash ECU**" and then follow the wiTECH screen instructions to complete the flash.

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

21. Cycle the ignition to the "**OFF**" position then back to the "**RUN**" position before clearing any DTCs that may have been set in any module during the flash process.

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

23. Confirm the software is at the latest available calibration level.

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

25. Remove the battery charger from the vehicle.

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

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 submitted will be used by FCA Canada to record campaign 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 one of the following labour operation numbers and time allowances:

	Labour Operation Number	**Time Allowance**
Inspect Trailer Reverse Steering Control Module (TRSCM) S/W Level	18-14-A1-81	0.2 hours
Inspect and Reprogram Trailer Reverse Steering Control Module (TRSCM) DT Vehicles Only	18-14-A1-82	0.5 hours
Inspect and Reprogram Trailer Reverse Steering Control Module (TRSCM) DJ Vehicles Only	18-14-A1-83	0.4 hours

Owner Notification and 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 campaign launch, those with a phone number, city, Postal Code, or VIN sequence.

Dealers should 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.

FCA Canada Inc.



J.D. Kiritsis
National Service and Parts Manager

SAFETY SÉCURITÉ

URGENT VEHICLE RECALL
Your vehicle has a safety recall.
RAPPEL URGENT DU VÉHICULE
Votre véhicule a un rappel de sécurité.

SCAN TO VIEW RECALLS

FCA
FIAT CHRYSLER AUTOMOBILES

SAFETY RECALL 14A (TRANSPORT CANADA 2023-047) REARVIEW CAMERA

Dear Vehicle Owner:

This Notice is sent to you in accordance with the requirements of the ***Motor Vehicle Safety Act***.

This is to inform you that your vehicle may be non-compliant with the requirements of the ***Motor Vehicle Safety Regulations*** and that the non-compliance could affect the safety of a person.

Owners of vehicles previously notified of recall Y80 (Transport Canada 2021-720) will need to take their vehicle in for recall 14A completion, regardless of having the Y80 repair performed.

FCA CANADA INC., HAS DETERMINED CERTAIN MODEL YEAR 2021 THROUGH 2023 (DT) RAM 1500 AND MODEL YEAR 2023 (DJ) 2500 VEHICLES FAIL TO CONFORM TO CANADA MOTOR VEHICLE SAFETY STANDARD (CMVSS) 111 - MIRRORS AND REAR VISIBILITY SYSTEMS.

Your vehicle must be repaired because:
The Trailer Reverse Steering Control Module (TRSCM) on your vehicle may prevent the rearview image from displaying under certain conditions.

The vehicle operator will notice that the rearview image is not displayed if attempting to reference the image while backing. If this warning is not heeded, backing without verifying it is safe to do so could lead to an increased risk of injury to people outside the vehicle.

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

FCA Canada Inc.
National Service and Parts Manager

Note to lessors receiving this recall notice: Federal regulations requires that you forward this recall notice to the lessee within 10 days.

What You Must Do To Ensure Your Safety:

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 update the TRSCM software. The estimated repair time is 30 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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