INTERNATIONAL

FIAT CHRYSLER AUTOMOBILES

February 2023

Distributor/Dealer Service Instructions for:

Safety Recall 14A
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 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.

Subject

The Trailer Reverse Steering Control Module (TRSCM) software on about 7,930 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.

© Copyright 2023, FCA US LLC, All Rights Reserved (DJT)

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.

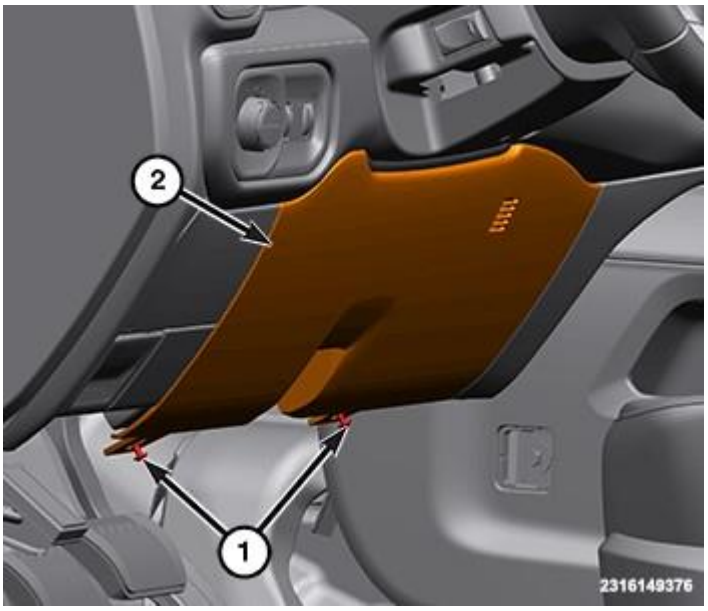


Figure 1 – Steering Column Opening Cover

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).

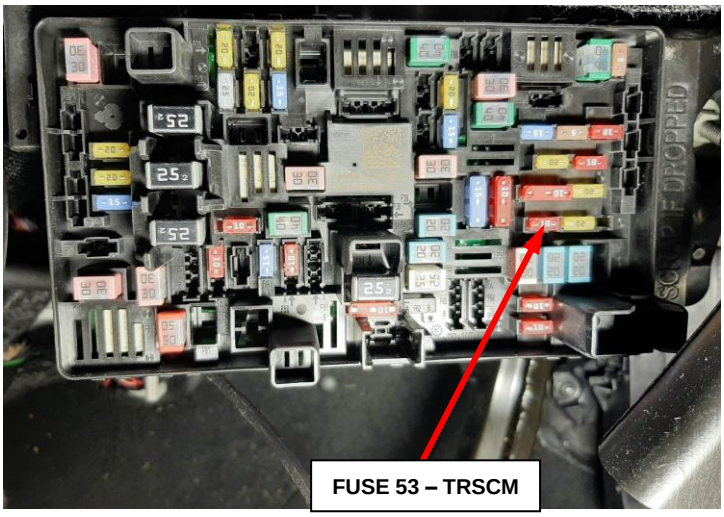


Figure 2 – TRSCM Fuse 53

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



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

Use one of the following labor operation numbers and time allowances:

	Labor 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

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

Owner Notification and 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 Distributor/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.