CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Park Assist Module

Reference: 11B

FCA Canada Inc.

RAM 2023 (DT) Ram 1500 Pickup

Template Version 1.8

Revision	Edition	Detail
0	February 2024	Initial Version.

SYMPTOM DESCRIPTION

The Park Assist Module ("PAM") on about 2 of the above vehicles may not function.

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

Replace and reprogram the Park Assist Module ("PAM").

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 labour operation numbers and time allowances:

Labour Description	Number	Hrs
Replace PAM	08-11-B1-82	0.3 hrs

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

PARTS INFORMATION

Qty	Part Name	Part No.
1	Park Assist Module	68464880AG

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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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 campaign displayed can be sorted by: those vehicles that were unsold at campaign launch, those with a phone number, city, postal code, or VIN sequence.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

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.

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Service Procedure

1. Disconnect the negative battery cable.
2. Using a trim stick or equivalent, disengage the retaining tabs of the cowl trim panel from the retainer clips in the door sill (Figure 1).
3. Pull the cowl trim panel rearward and remove it from the vehicle (Figure 1).
4. Remove the Park Assist Module ("PAM") wire harness connectors (Figure 3).
5. Remove the push-pin fastener securing the PAM (Figure 2).
6. Remove the PAM from the vehicle.
7. Align install the **NEW** PAM to the vehicle.
8. Install the push-pin fastener (Figure 2).



Figure 1 – Trim Panel

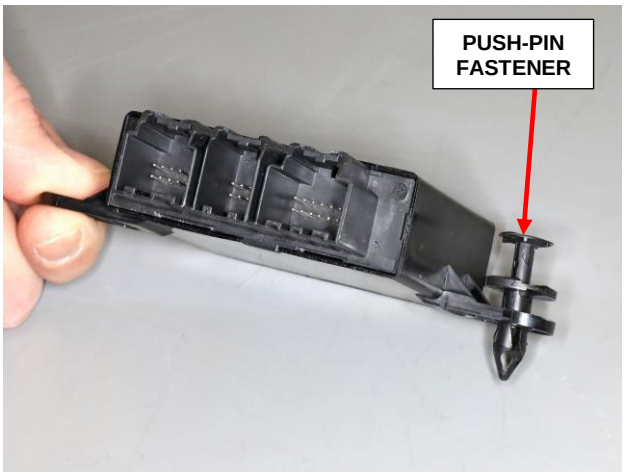


Figure 2 - Fastener

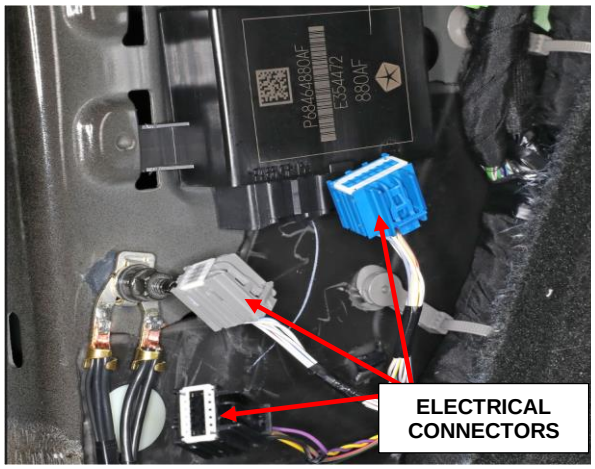


Figure 3 – Electrical Connectors

9. Connect the electrical wire harness (Figure 3).
10. Install the driver's side cowl trim (Figure 1).
11. Reconnect the negative battery cable.
12. 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 11B
PARK ASSIST MODULE

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 2023 MODEL YEAR RAM 1500 PICKUP VEHICLES.

Your vehicle must be repaired because:
The Park Assist Module ("PAM") in your vehicle may not function.

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 replace and reprogram the PAM. 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

ALFA ROMEO · CHRYSLER · DODGE · FIAT · Jeep · RAM · MOPAR