



June 2017

Dealer Service Instructions for:

Safety Recall T25 / NHTSA 17V-302 Occupant Restraint Control Module

Models

2013-2016 (DS) RAM 1500 Pickup
2013-2016 (DJ) RAM 2500 Pickup
2014-2016 (D2) RAM 3500 Pickup

NOTE: This recall applies only to the above vehicles equipped with roll rate sensing built from June 08, 2012 through July 10, 2015 (MDH 060801 through 071008).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Occupant Restraint Control (ORC) module on about 1,030,000 of the above vehicles may activate a diagnostic trouble code (DTC) due to external stimulus which disables its ability to sense vehicle rollover events. When the DTC is set, airbag and seat belt pretensioner deployment based on rollover sensing is disabled for the ignition cycle in which the DTC was set. The loss of air bag and seat belt pretensioner deployment capability during a crash may increase the risk of injury or death.

Service Procedure**Reprogram the ORC Module**

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

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.2 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.

2. Connect the wiTECH micro pod II to the vehicle data link connector.
3. Place the ignition in the “**RUN**” position.

NOTE: The following procedure steps are based on using the wiTECH 2.0 scan tool. If an earlier version of the wiTECH scan tool is used, procedure steps may be different.

4. Open the wiTECH 2.0 website.
5. Enter your “**User id**” and “**Password**”, and then select “**Finish**” at the bottom of the screen.
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**” screen, click on the “**ORC**” icon.

Service Procedure (Continued)

9. From the “**ORC**” screen, select the “**Flash**” tab, then 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 17**.
 - If the “**Current ECU part Number**” is NOT the same as the “**New Part Number**”, continue with **Step 10**.
10. From the flash ECU agreement page, agree to terms by checking the box.
11. Select “**Flash ECU**” then follow the wiTECH screen instructions to complete the flash.
12. Once the flash is complete, select the “**View DTCs**” tab.
13. Select “**Clear All DTCs**” and then select “**Close**”.
14. From the “**Topology**” screen, click on the “**ABS**” icon.
15. From the “**ABS**” screen, select the “**Misc Functions**” tab.
16. Perform the “**ABS Initialization**” routine and follow the screen prompts.
17. Select “**Clear All DTCs**” and then select “**Close**”.
18. Turn the ignition to the “**OFF**” position and then remove the wiTECH micro pod II device from the vehicle.
19. Remove the battery charger from the vehicle and then close the hood.
20. Return the vehicle to the customer.

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 paid will be used by FCA 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
ORC module update previously performed	18-T2-51-81	0.2 hours
Reprogram the ORC module	18-T2-51-82	0.2 hours

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

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic 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 recall launch, those with a phone number, city, zip code, or VIN sequence.

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.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall 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.

Customer Services / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

T25/NHTSA 17V-302

LOGO

YOUR SCHEDULING OPTIONS

VEHICLE PICTURE

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM / Dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment**
- 3. Visit our Recall Website, recalls.mopar.com or scan below.**

QR Code

You can find your nearest dealer and review all your scheduling options from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall T25.

IMPORTANT SAFETY RECALL

Occupant Restraint Control Module

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2013-2016 (DS) RAM 1500 Pickup, 2013-2016 (DJ) RAM 2500 Pickup and 2014-2016 (D2) RAM 3500 Pickup] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The Occupant Restraint Control (ORC) module on your truck ^[1] may activate a diagnostic trouble code (DTC) due to external stimulus which disables its ability to sense vehicle rollover events. When the DTC is set, airbag and seat belt pretensioner deployment based on rollover sensing is disabled for the ignition cycle in which the DTC was set. **The loss of rollover-activated side air bags and seat belt pretensioner deployment capability during a crash may increase the risk of injury or death.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will reprogram the ORC module with new software. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is one hour. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR CALL 1-800-853-1403
OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

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 may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

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