



September 2020

Dealer Service Instructions for:

# **Safety Recall W57 / NHTSA 20V-511 Powertrain Control Module Software**

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## **Remedy Available**

**2019 - 2020 (DD) Ram 3500 Cab Chassis  
(DP) Ram 4500/5500 Cab Chassis**

*NOTE: This recall applies only to the above vehicles equipped with a 6.7L Cummins engine (sales code ETN).*

*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. 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 Powertrain Control Module (PCM) on about 34,000 of the above vehicles may have engine calibration software that does not provide adequate engine warm up protection. Inadequate warmup protection can cause a lack of oil film on the main rod bearings while the engine is reaching operating temperature, resulting in engine damage and potential connecting rod failure, which may puncture the engine block, and result in oil contacting a competent ignition source and a vehicle fire may occur. A vehicle fire may increase the risk of injury to occupants and persons outside of the vehicle, as well as property damage.



## Inspection Procedure

### A. Inspection Procedure

The fuel injection pump must be inspected to determine which design pump is installed on the vehicle. Older design pumps have an Asymmetrical design internal cam. The newer design pumps have a Symmetrical design internal cam. The design of the pump will determine which calibration will need to be programmed into the PCM. From outward appearance both pumps look identical, with the exception of specific identification marks machined into the body of the pump.

1. Inspect the fuel injection pump to see which pump the vehicle has.
- Vehicles with the new style **Symmetrical** pump will have one large single dot embossed in the pump housing (Figure 1).

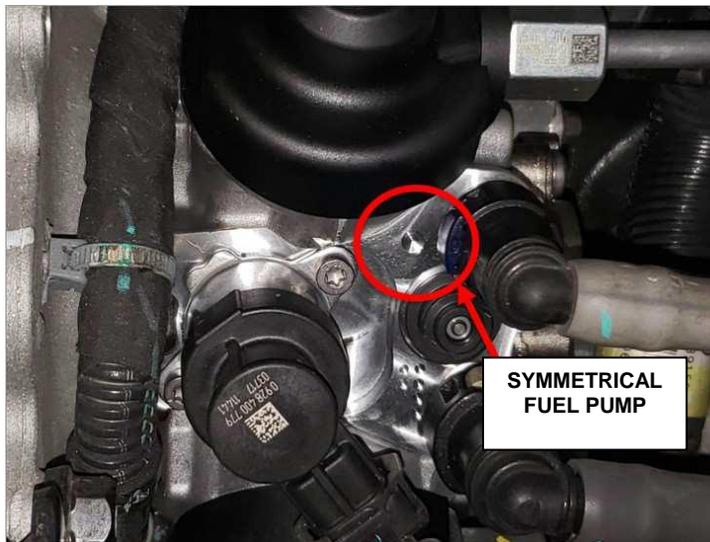


Figure 1 – Symmetrical Fuel Pump

**Inspection Procedure [Continued]**

- For vehicles equipped with a **Symmetrical** pump, choose the calibration labeled **Symmetric**, or **Sym Pump** (Figure 1).
- Vehicles with the old style **Asymmetrical** pump will have multiple dots embossed in the pump housing (Figure 2).
- For vehicles with an **Asymmetrical** pump, choose the calibration labeled **Asymmetric** or **Asym Pump** (Figure 2).

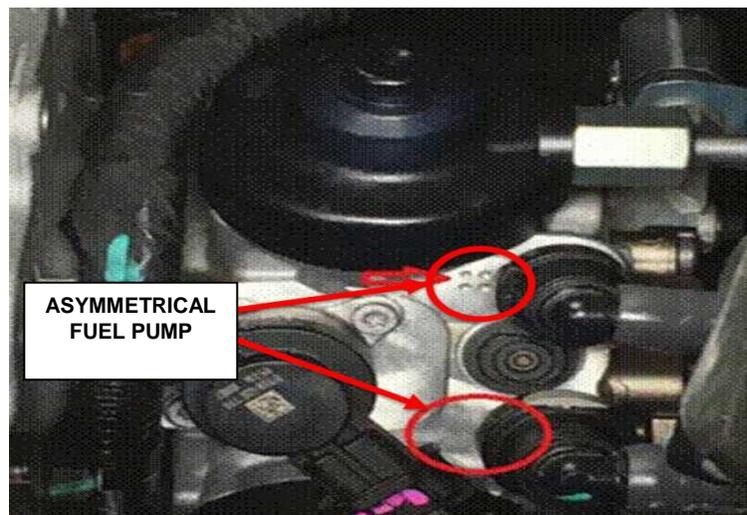


Figure 2 – Asymmetrical Fuel Pump

2. Proceed to section **B. Reprogramming the PCM Procedure**

<b>Service Procedure</b>
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**B. Reprogramming the PCM Procedure**

**CAUTION: Do not interrupt the software update process in any way once it has begun. It may cause permanent damage to the PCM which will require replacement. It is highly recommended to have a new generic PCM unit available at the workshop before starting the Repair Procedure.**

**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.**

1. 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.**

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**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
6. From the “**Vehicle Selection**” screen, select the vehicle to be updated.
7. Using the wiTECH tool or the cluster display record the Oil Life percentage.

**Service Procedure [Continued]**

8. From the “**Action Items**” screen, select the “**Topology**” tab.
9. From the “**Topology**” tab, select the “**PCM**” module icon.
10. 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 15**.
  - If the “**Current ECU part Number**” **is NOT** the same as the “**New Part Number**”, continue with **Step 11**.
11. From the PCM tab, select the PCM flash part number. Read the flash special instructions page. Select “**OK**” to continue.
12. From the flash ECU agreement page, agree to terms by checking the box.
13. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.
14. Confirm the software is at the latest available calibration level.
15. Is the vehicle equipped with an 68RFE automatic transmission?
  - If **YES**, proceed to Step 16.
  - If **NO**, proceed to Step 17.
16. Perform the transmission “**Quicklearn**” procedure, Follow the detailed service procedure select “**TCM**”.
17. Click “**View DTCs**”, select “**Clear All DTCs**”.
18. Using wiTECH, perform the ‘Oil Life Restore’ procedure located in the ECM “Misc. Functions” tab.

**Service Procedure [Continued]**

19. Remove the wiTECH from the vehicle, disconnect the battery charger from the vehicle.
  
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:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect PCM Software Level	18-W5-71-81	0.2 hours
Inspect and Reprogram PCM with Sym Pump	18-W5-71-82	0.4 hours
Inspect and Reprogram PCM with Asym Pump	18-W5-71-83	0.4 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

W57/NHTSA 20V-511

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

**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 recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. 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 W57.

# IMPORTANT SAFETY RECALL

## Powertrain Control Module Software

Dear [Name],

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

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain [2019 – 2020 Model Year (DD) Ram 3500 Cab Chassis, and (DP) 4500/5500 Ram Cab Chassis] vehicles.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The Powertrain Control Module in your vehicle <sup>[1]</sup> may have engine calibration software that does not provide adequate engine warm up protection. Inadequate warmup protection can cause a lack of oil film on the main rod bearings while the engine is reaching operating temperature, resulting in engine damage and potential connecting rod failure, which may puncture the engine block, and result in oil contacting a competent ignition source and a vehicle fire may occur. A vehicle fire may increase the risk of injury to occupants and persons outside of the vehicle, as well as property damage.

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will inspect and if required reprogram the Powertrain Control Module to include enhanced engine warm up protection. The estimated repair time is about a half hour. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

Please reference your owner manual to ensure choosing the correct oil type for your use. In ambient temperatures above 0°F (-18°C), we recommend using 10W-30 engine oil that meets the API CK-4 engine oil category. In ambient temperatures below 0°F (-18°C), we recommend using 5W-40 synthetic engine oil that meets the API CK-4 engine oil category.

**TO SCHEDULE YOUR FREE REPAIR,  
CALL 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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  
FCA 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](http://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.