



# INTERIM REMEDY FOR SAFETY RECALL 61A

Attention Service Manager/Service Advisor,

On 5/18/2023, an **interim remedy** for Safety Recall 61A was released. The interim remedy is a powertrain control module (PCM) software update for certain 2019-2020 Ram Promaster vans equipped with the G2TE automatic transmission. The VIN (Vehicle Identification Number) population for 61A was previously included in Safety Recall 44A.

This interim step may serve as an opportunity to check any open or pending service actions or maintenance requirements and **tend to customer's needs and satisfaction.**

The complete remedy for 61A includes a PCM software update and a transmission service procedure. If a customer has received the PCM software update remedy under the interim repair, such customer will only require the transmission service procedure to complete the recall. The final dealer instructions will be released at a later date. The remedy parts for 61A are expected to be available later this year with a tentative ETA of Q3, 2023.

Performing the interim procedure will help reduce the potential risk that may result in the transmission park engagement failure. Please note, performing the 61A interim remedy **will not fully complete the 61A recall and should be considered an interim step towards completion.** Customers will be sent an additional recall letter when remedy parts are available.

Because the interim repair does not close the recall it is possible it could have been performed by another dealer. Please verify via the repair history within VIP (Vehicle Information Plus) before performing the 61A interim repair procedure:

Select the Vehicle tab, and then select Service History

Warnings	Coverages	Vehicle	Options	Owner	CAIR	Uconnect Status	Service Contract Offers
All Information   Service Information   <b>Service History</b>   Sale Information							
<b>STRICTLY CONFIDENTIAL:</b> This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with FCA US LLC. All information provided is based on entries provided by DEALER.							
<b>Service History</b>							
Service History Warning Messages							
Warnings							
ACCESS TO SERVICE HISTORY IS TO ASSIST WITH VEHICLE REPAIR DIAGNOSIS AND IMPROVE CUSTOMER SATISFACTION. UNAUTHORIZED ACCESS, USE, OR DISCLOSURE OF INFORMATION IS PROHIBITED AND IS SUBJECT TO CIVIL AND/OR CRIMINAL PROSECUTION.							
Service History Information							
Repair Date	Dealer/Payee	Claim Number	Repair Odometer	List Date	Transaction Type		
July 6, 2022	68860 - Metro Chrysler Dodge Jeep Ram 0 - (C.D.J.R) 650C MEMORIAL DR 21W00182 - Safety Recall W00 - Shifter Ca	214750	60,650 Miles	2022072	RECALL REPAIR		

If you have questions, please contact your Area Manager.

Thanks,  
Mopar

