

SAFETY RECALL

NORTH AMERICA

Malfunctioning SCCM Expansion



Reference: D5A / NHTSA 23V-799

FCA US LLC



RAM

Remedy available for

2024 (D2) RAM 3500 Pickup

2024 (DD) RAM 3500 Cab/Chassis

2024 (DJ) RAM 2500 Pickup

2024 (DP) RAM 4500/5500 Cab Chassis

Template Version 1.0

Revision	Edition	Detail
0	December 2023	Initial Version.

SYMPTOM DESCRIPTION

About 43,100 of the above vehicles may have been built with a steering column control module (SCCM) turn signal lever debouncing time limit which is too short.

FMVSS 571.108 S4 defines a Turn signal operating unit as "...an operating unit that is part of a turn signal system by which the operator of a vehicle causes the signal units to function." The SCCM in the suspect vehicles may lead to an inadvertent turn signal activation.

An inadvertent turn signal activation may cause surrounding drivers to misunderstand the intent to change vehicle direction. This condition may cause a vehicle crash without prior warning.

SCOPE

This recall applies only to the above vehicles.

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.

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. Violation of this requirement by a dealer could result in a civil penalty of up to \$26,315 per vehicle.
- Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery.
- Dealers should also perform this recall on vehicles in for service.

Involved vehicles can be determined by using the VIP inquiry process.

REPAIR TO BE PERFORMED

Flash the SCCM with new software.

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.

SAFETY RECALL

NORTH AMERICA

Malfunctioning SCCM Expansion



Reference: D5A / NHTSA 23V-799

FCA US LLC

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Inspect Steering Column Control Module (SCCM) s/w Level	18-D5-A1-81	0.2
Inspect and Reprogram Steering Column Control Module (SCCM)	18-D5-A1-82	0.3

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

PARTS INFORMATION

No parts are required to perform this service procedure.

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

Number	Description	Picture
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.

OWNER NOTIFICATION / 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.

SAFETY RECALL

NORTH AMERICA

Malfunctioning SCCM Expansion



Reference: D5A / NHTSA 23V-799

FCA US LLC

SERVICE PROCEDURE

Update Software

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 MDP 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. From the "Action Items" screen, select the "Topology" tab.
8. From the "Topology" tab, select the "SCCM" module icon.
9. From the "Flash" tab, compare the "Current Electronic Control Unit (ECU) Part Number" with the "New ECU Part Number" listed.
 - a. If the "Current ECU part Number" is the same as the "New Part Number", proceed to **Step 15**.
 - b. If the "Current ECU part Number" is NOT the same as the "New Part Number", continue with **Step 10**.
10. From the SCCM tab, select the SCCM flash part number. Read the flash special instructions page. Select "OK" to continue.
11. From the flash ECU agreement page, agree to terms by checking the box.
12. Select "Flash ECU" and then follow the wiTECH screen instructions to complete the flash.
13. Confirm the software is at the latest available calibration level.
14. Click "View DTCs", select "Clear All DTCs", click "Continue" and then click "Close". It may be necessary to cycle the ignition OFF to RUN to clear the codes.

SAFETY RECALL

NORTH AMERICA

Malfunctioning SCCM Expansion



Reference: D5A / NHTSA 23V-799

FCA US LLC

-
15. Turn the ignition to the “**OFF**” position and then remove the wiTECH MDP device from the vehicle.
 16. Remove the battery charger from the vehicle and close the hood.
 17. Return the vehicle to the customer.