

# SAFETY RECALL

NORTH AMERICA

## Front Wheel Bearing Encoder Ring



Reference: 97B / NHTSA 24V-794

FCA US LLC



**RAM**

Remedy available for

2025 (DT) RAM 1500 Pickup

Template Version 1.0

Revision	Edition	Detail
3	February 2025	Steps 8 & 9 updated.

### SYMPTOM DESCRIPTION

The front wheel bearing on about 38,140 of the above vehicles may have been built with damaged encoder rings causing a loss of wheel speed signal (WSS) which may disable Electronic Stability Control (ESC). Failure of the ESC system can, in certain driving conditions, cause a vehicle crash without prior warning.

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 571.126 S5.1.2 ESC Functionality requires that the ESC system "Is operational during all phases of driving including acceleration, coasting, and deceleration (including braking) [ ... ]." Suspect vehicles may experience the ESC system being disabled.

### 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. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 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

Inspect and, if necessary, replace the front wheel bearing hub assembly.

### ALTERNATE TRANSPORTATION

Dealers should proactively minimize customer inconvenience while the recall repair is being performed. Reference the Goodwill Alternate Transportation Guidelines warranty bulletin link within Recall Central on DealerCONNECT for options to support the customer while their vehicle is in service.

### 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 labor operation numbers and time allowances:

Labor Description	Number	Hrs
Inspect for DTCs and Road Test – Passed	05-97-B1-81	0.5
Road Test, Inspect, and Replace One Front Bearing / Hub Assembly	05-97-B1-82	1.1
Road Test, Inspect, and Replace Both Front Bearings / Hub Assemblies	05-97-B1-83	1.4

Labor Description	Number	Allowance
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

# SAFETY RECALL

NORTH AMERICA

## Front Wheel Bearing Encoder Ring



Reference: 97B / NHTSA 24V-794

FCA US LLC

Floor Plan Reimbursement represents the vehicle's average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on **10/31/2024** and the remedy was made available on **12/17/2024**, therefore, the number of days cannot exceed **47** days.

Vehicle	Average Daily Allowance
2025 (DT) RAM 1500 Pickup	██████

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

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

### PARTS INFORMATION

Part No.	Qty.	Part Name
CSES97B1AA		Recall Kit for 2wd Trucks
	1	Hub and Bearing Asm.
	2	Caliper to Knuckle Bolts
CSES97B2AA		Recall Kit for 4wd Trucks without Sales Codes <b>BNN</b> (Red Brembo Brakes with 2 Pc. Front Rotor) <b>WPG</b> (Wheels - 20 X 9 Alum Chrome Clad) <b>WPH</b> (Wheels - 18" Frt/19" Rear Alum) <b>WPD</b> (Wheels - 18" Alum – Polished) <b>WPA</b> (22X9.0 Polish/Painted Wheels w/Inserts)
	1	Hub and Bearing Asm.
	2	Caliper to Knuckle Bolts
	1	Halfshaft Nut
CSES97B3AA		Recall Kit for 4wd Trucks with Sales Codes <b>BNN</b> (Red Brembo Brakes with 2 Pc. Front Rotor) <b>WPG</b> (Wheels - 20 X 9 Alum Chrome Clad) <b>WPH</b> (Wheels - 18" Frt/19" Rear Alum) <b>WPD</b> (Wheels - 18" Alum – Polished) <b>WPA</b> (22X9.0 Polish/Painted Wheels w/Inserts)
	1	Hub and Bearing Asm.
	2	Caliper to Knuckle Bolts
	1	Halfshaft Nut

### PARTS RETURN

No parts return required for this campaign.

Render the recalled part unusable and discard.

# SAFETY RECALL

NORTH AMERICA

## Front Wheel Bearing Encoder Ring



Reference: 97B / NHTSA 24V-794

FCA US LLC

### SPECIAL TOOLS

Number	Description
NPN	wiTECH MicroPod II / MDP
NPN	Laptop Computer
NPN	wiTECH Software

### 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.

### 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.*

# SAFETY RECALL

NORTH AMERICA

## Front Wheel Bearing Encoder Ring



Reference: 97B / NHTSA 24V-794

FCA US LLC

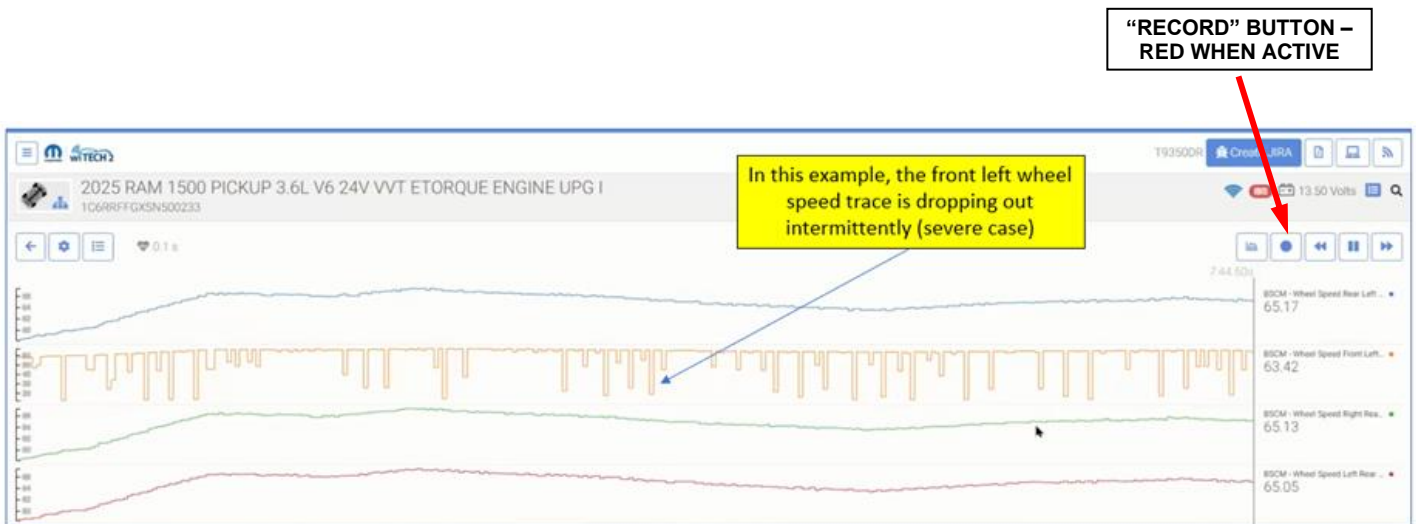
## Service Procedure

### A. Wheel Speed Sensor Test

1. Connect the wiTECH MDP to the vehicle data link connector.
2. Place the ignition in the "RUN" position.
3. Open the wiTECH 2.0 website.
4. Enter your "User id" and "Password" and your "Dealer Code", then select "Sign In" at the bottom of the screen. Click "Accept".
5. From the "Vehicle Selection" screen, select the vehicle you are working on.
6. Check for DTCs **C0504 Left Front Wheel Speed Sensor A Intermittent/Erratic** or **C050A Right Front Wheel Speed Sensor A Intermittent/Erratic**.
  - No DTCs set: Continue diagnosis with a road test. **Go to Step 8.**
  - One DTC set: Record the DTC. Continue diagnosis with a road test. **Go to Step 8.**
  - Both DTCs set: No further diagnosis required. Replace both front Hub and Bearing assemblies. **See 02 - Front Suspension / Front, Independent Front Suspension / HUB AND BEARING / Removal and Installation** in Service Library.
7. Clear any set DTCs.
8. Using wiTECH, set up a graph with each wheel speed sensor reading.
  - Using wiTECH, select the "BSCM" from the topology tab.
  - Once selected, click on the "Data" display tab.
  - Use the search box to search for "Wheel Speed".
  - Check the box for each wheel speed sensor (not bussed).
  - **Select "Record" button (Figure 1) then immediately click the space bar on the keyboard. The space bar now controls stop/start for recording.**

**NOTE: wiTECH will record data for approximately 1 minute. The data is automatically saved in recording viewer and can be viewed as a graph after the test drive.**

9. **Perform a short test drive with speeds up to and including highway speeds. Record data at three different speeds including one at highway speeds, up to 70mph if possible.**
10. After the test drive, review the graph for signs of a wheel speed signal that is dropping out. See Figure 1.



**Figure 1 – Wheel Speed Sensor Graph**

11. If you notice any front wheel speed trace exhibiting an erratic signal or one that drops intermittently at any time, that specific front wheel hub and bearing must be replaced. Proceed to **Step 16**.
12. Check for DTCs **C0504 Left Front Wheel Speed Sensor A Intermittent/Erratic** or **C050A Right Front Wheel Speed Sensor A Intermittent/Erratic**.
  - No DTCs set: Vehicle has passed inspection.
  - One DTC set: Replace the wheel bearing for which the DTC is set.
  - Both DTCs set: Replace both front hub and bearing assemblies.
13. If all wheel speed sensors are operating and visually smooth, no further action is required.
14. Clear DTCs. Place the ignition in the “**OFF**” position and then remove the wiTECH MDP device from the vehicle.
15. Remove the battery charger from the vehicle and return the vehicle to the customer.

## **B. Hub and Bearing Replacement**

16. Replace the front hub and bearing assemblies as required after testing. See **02 - Front Suspension / Front, Independent Front Suspension / HUB AND BEARING / Removal and Installation** in Service Library.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

97B/NHTSA 24V-794

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 97B.

# IMPORTANT SAFETY RECALL

## Front Wheel Bearing Encoder Ring

Dear [Name],

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

FCA US LLC has decided that certain [2025 Model Year (DT) Ram 1500 Pickup] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 126 - Electronic stability control systems.

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 front wheel bearing on your vehicle <sup>[1]</sup> may have been built with damaged encoder rings causing a loss of wheel speed signal (WSS) which may disable Electronic Stability Control (ESC). **Failure of the ESC system can, in certain driving conditions, cause a vehicle crash without prior warning.**

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 571.126 S5.1.2 ESC Functionality requires that the ESC system "Is operational during all phases of driving including acceleration, coasting, and deceleration (including braking) [ ... ]." Suspect vehicles may experience the ESC system being disabled.

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

FCA US LLC will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will inspect and, if necessary, replace the front wheel bearing hub assembly. The estimated repair time is 30 minutes. 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. Ask your dealer for alternate transportation options while your vehicle is in service. Please bring this letter with you to your dealership.

**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.