


**DODGE**  Remedy available for  
 2024-2025 (LB) Dodge Charger

Template Version 1.0

Revision	Edition	Detail
0	June 2025	Initial Version.

**SYMPTOM DESCRIPTION**

The amplifier on about 8,390 of the above vehicles may have been built with an incomplete software upload, which may prevent the emission of exterior sound. Vehicles that do not emit exterior sound will be more difficult for pedestrians and other drivers to detect, which could cause a crash without prior warning or increase the risk of injury to pedestrians.

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 571.141 requires that electric vehicles emit a sound level and sound characteristics that meet the requirements of the S5.1 "2-band alert" and S5.4 "Relative volume change." Suspect vehicles may not emit the required sound.

**SCOPE**

NOTE: Some battery electric 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 \$27,874 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 for amplifier sound, then, if necessary, update the amplifier software.

**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 external sound.	18-44-C1-81	0.2
Inspect external sound and Update amplifier software.	18-44-C1-82	2.2

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

For Mobile Service Reimbursement, dealer to include standard dealer entry and mark-up for parts, standard dealer entry and labor rate for service, as well as the special services code for mobile allowance. The special services LOP will only be paid once per VIN and may NOT be used in coordination with any Alternate Transportation claims.

For additional details, reference the Mobile Service Warranty Bulletin - for convenience, a copy has been linked within Recall Central on DealerCONNECT.

# SAFETY RECALL

NORTH AMERICA

## Electric Vehicle External Sound



Reference: 44C / NHTSA 25V-389

FCA US LLC

### PARTS INFORMATION

No parts are required to perform this service procedure.

### PARTS RETURN

No parts return required for this campaign.

### SPECIAL TOOLS

Number	Description
NPN	wiTECH 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.

### 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.

## INSPECTION PROCEDURE

### Inspect External Sound:

**NOTE:** The intent of this inspection is to determine if the external vehicle sound is functioning properly. Only a few vehicles may be affected by this concern of no external sound. At the conclusion of this inspection, if the external sound is functioning properly, there is no need to perform any software flash even if updated software exists.

**NOTE:** Some new vehicles in dealer inventory may still be in Logistic Mode (ship mode) and must be placed in Normal Mode (full vehicle functionality) before performing the Inspection Procedure. For new vehicles that are suspected to be in Logistic Mode (ship mode), perform Step 1. Otherwise, all other vehicles known to be in Normal Mode (full vehicle functionality) may proceed directly to Step 2.

1. Ensure vehicle is NOT in Logistic Mode (ship mode) by performing the following:
  - a) Connect the wiTECH MDP to the vehicle data link connector.
  - b) Place the ignition in the “**RUN**” position.
  - c) Open the wiTECH 2.0 website.
  - d) Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
  - e) From the “**Vehicle Selection**” screen, select the appropriate vehicle.
  - f) In the left column under the “**Activities**” heading, select “**Vehicle Preparations**”.
  - g) On the Vehicle Preparations page, select “**BCM - Exit Logistic Mode**”.
  - h) On the “**Exit Logistic Mode**” page, select “**Continue**”.
  - i) Ensure vehicle is in “**Normal Mode (full vehicle functionality)**” not in “**Logistic Mode**”.
  - j) Place the ignition in the “**OFF**” position and then remove the wiTECH MDP device from the vehicle.
2. Press and hold the brake pedal while pushing the start button once.
3. The “**READY**” indicator will appear in the instrument cluster display when the vehicle is in Ready to Drive mode.
4. Confirm music plays from the radio then turn off radio music.
5. On the radio screen, go to Vehicle -> Settings -> Electric Drive and confirm the EV Sound option is selected - turned on (Figure 1).
6. Press the accelerator pedal and listen for engine revving noises from both inside the cabin speakers and the rear of the vehicle speakers outside.



**Figure 1 – EV Sound On**

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- If engine sound can be heard, the vehicle is OK. Claim the inspection LOP. No further action required.
  - If no engine sound can be heard, the amplifier software is incomplete and must be updated / reflashed. Proceed to the **Service Procedure: Update the Amplifier Software.**

# SAFETY RECALL

NORTH AMERICA

## Electric Vehicle External Sound



Reference: 44C / NHTSA 25V-389

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## SERVICE PROCEDURE

### Update the Amplifier Software:

**NOTE:** First perform the inspection to determine if the external vehicle sound is functioning properly before performing the amplifier software update flash. Only a few vehicles may be affected by this concern of no external sound. If the external sound is functioning properly, there is no need to perform the amplifier software update flash even if updated software exists.

**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.

**NOTE:** If the reprogramming flash for the Amplifier (AMP) is aborted or interrupted, repeat the procedure. The AMP software must be fully loaded after completing this recall.

1. Open the hood (frunk) to 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. Voltages outside of the specified range will cause an unsuccessful flash (Figure 2).

**NOTE:** The vehicle **MUST NOT** be connected to a high voltage battery charger during the flash process.



**Figure 2 – Remote Battery Posts**

1 - Remote Positive (+) Post

2 - Remote Negative (-) Post

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 "AMP" icon.
9. From the "Flash" tab, select the AMP flash part number. Read the flash special instructions page. Select "OK" to continue.
10. From the flash ECU agreement page, agree to terms by checking the box.
11. Select "Flash ECU" and then follow the wiTECH screen instructions to complete the flash.
12. Confirm the software is at the latest available calibration level.

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13. Cycle the ignition to the **"OFF"** position then back to the **"RUN"** position before clearing any DTCs that may have been set in any module during the flash process.
  14. Click **"View DTCs"**, select **"Clear All DTCs"**, click **"Continue"** and then click **"Close"**.
  15. Place the ignition in the **"OFF"** position and then remove the wiTECH MDP device from the vehicle.
  16. Remove the battery charger from the vehicle.
  17. Close the engine compartment hood and return the vehicle to the customer or inventory.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

44C/NHTSA 25V-389

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**  
Call your authorized Chrysler / Jeep® / Dodge / 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 44C.

# IMPORTANT SAFETY RECALL

## Electric Vehicle External Sound

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 [2024-2025 model year (LB) Dodge Charger] battery electric vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 141 Minimum Sound Requirements for Hybrid and Electric 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 amplifier on your vehicle <sup>[1]</sup> may have been built with an incomplete software upload, which may prevent the emission of exterior sound. **Vehicles that do not emit exterior sound will be more difficult for pedestrians and other drivers to detect, which could cause a crash without prior warning or increase the risk of injury to pedestrians.**

The condition above fails to conform to the requirements of FMVSS No. 571.141 which requires that electric vehicles emit a sound level and sound characteristics that meet the requirements of the S5.1 "2-band alert" and S5.4 "Relative volume change." Suspect vehicles may not emit the required sound.

#### 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, update the amplifier software. The estimated repair time is 20 minutes for inspection or 3 hours if software update is required. 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 1-888-275-9171), 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.