



**RAM** Remedy available for

- 2025-2026 (DT) Ram 1500 Pickup
- 2025-2026 (DJ) Ram 2500 Pickup
- 2025-2026 (D2) Ram 3500 Pickup
- 2025-2026 (DD) Ram 3500 Cab Chassis
- 2025-2026 (DP) Ram 4500/5500 Cab Chassis

Template Version 1.0

Revision	Edition	Detail
1	February 2026	Revised labor times.

**SYMPTOM DESCRIPTION**

The 12" Instrument Panel Cluster (IPC) on about 72,501 of the above vehicles may contain software that causes the cluster to go blank at start up or while driving. A Malfunction Indicator Light (MIL) may illuminate prior to IPC failure to display. An IPC that does not display critical safety information, such as the BRAKE system warning lights or gear selection indicator, can increase the risk of a crash without prior warning.

The condition above fails to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) Nos. 571.105 (Light Vehicle) and 571.135 (Medium/Heavy Vehicles) require an indicator lamp be activated in the event of brake system malfunction. FMVSS No. 571.102 requires shift position to be displayed to the driver. Vehicles with a blank IPC cannot display the brake system warning light or the gear selection indicator.

**SCOPE**

This recall applies only to the above vehicles equipped with a 12" Instrument Panel Cluster (sales code JAN).

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 \$27,874 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**

Reprogram the IPC.

**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 IPC Software Level 2025-2026 DT, DJ, D2, DD, DP	18-B4-C1-81	0.2
Inspect and Update IPC Software Level. (2025 DT) (2026 DJ, D2, DD, DP)	18-B4-C1-84	1.2
Inspect and Update IPC Software Level. (2026 DT)	18-B4-C1-85	1.3
Inspect and Update IPC Software Level. (2025 DJ, D2, DD, DP)	18-B4-C1-86	1.5

**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.

**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 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.

# SAFETY RECALL

NORTH AMERICA

## Instrument Panel Cluster



Reference: B4C / NHTSA 25V-826

FCA US LLC

### 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.

## SERVICE PROCEDURE

### Reprogram Instrument Panel Cluster (IPC):

**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. If the reprogramming flash for the IPC is aborted or interrupted, repeat the procedure. The IPC software must be at the latest software calibration level after completing this recall.**

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.**

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

2. Connect the wiTECH micro pod II / 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 "IPC" module icon.
9. 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 10**.
10. From the IPC tab, select the IPC 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.

**SAFETY RECALL**  
NORTH AMERICA  
**Instrument Panel Cluster**



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FCA US LLC

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14. Cycle the ignition to the **"OFF"** position let vehicle go into network sleep. Then back to the **"RUN"** position before clearing any DTCs that may have been set in any module during the flash process.
  15. Click **"View DTCs"**, select **"Clear All DTCs"**, click **"Continue"** and then click **"Close"**.
  16. Place the ignition in the **"OFF"** position and then remove the wiTECH micro pod II / MDP device from the vehicle.
  17. Remove the battery charger from the vehicle.
  18. 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

B4C/NHTSA 25V-826

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](https://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 B4C.

# IMPORTANT SAFETY RECALL

## Instrument Panel Cluster

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 and 2026 model year (DT) Ram 1500 Pickup, (DJ) Ram 2500 Pickup, (D2) Ram 3500 Pickup, and (DD) Ram 3500 Cab Chassis] vehicles equipped with a 12" Instrument Panel Cluster fail to comply with one or more Federal Motor Vehicle Safety Standard (FMVSS) Nos. 102 - Trans shift lever seq/starter interlock/trans braking effect, 135 - Light vehicle brake systems, and 105 - Hydraulic and electric brake 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 12" instrument panel cluster (IPC) on your vehicle <sup>[1]</sup> may contain software that causes the cluster to go blank at start up or while driving. A Malfunction Indicator Light (MIL) may illuminate prior to IPC failure to display. **An IPC that does not display critical safety information, such as the BRAKE system warning lights or gear selection indicator, can increase the risk of a crash without prior warning.**

The condition described above, fails to comply with the requirements of FMVSS Nos. 571.105 (Medium/Heavy Vehicles) and 571.135 (Light Vehicle) which requires an indicator lamp be activated in the event of brake system malfunction. FMVSS No. 571.102 requires shift position to be displayed to the driver. Vehicles with a blank IPC cannot display the brake system warning light or the gear selection indicator.

#### 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 update the IPC software. The estimated repair time is 2 hours. 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, JEEP®, DODGE 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](https://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.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

B4C/NHTSA 25V-826

LOGO

VEHICLE PICTURE

**YOUR SCHEDULING OPTIONS**

**1. RECOMMENDED OPTION**

Call your authorized BusinessLink dealer.

**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 B4C.

# IMPORTANT SAFETY RECALL

## Instrument Panel Cluster

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 and 2026 model year (DP) Ram 4500/5500 Cab Chassis] vehicles equipped with a 12" Instrument Panel Cluster fail to comply with one or more Federal Motor Vehicle Safety Standard (FMVSS) Nos. 102 - Trans shift lever seq/starter interlock/trans braking effect, 135 - Light vehicle brake systems, and 105 - Hydraulic and electric brake systems.

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**TO SCHEDULE YOUR FREE REPAIR,  
CALL YOUR BUSINESSLINK DEALER TODAY**

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