



CHRYSLER

October 2013

Dealer Service Instructions for:

## **Emissions Recall N54**

# **Reprogram Powertrain Control Module**

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***IMPORTANT:** Many of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this recall.*

### **Models**

2013 (DS) RAM Truck (1500 series)

*NOTE: This recall applies only to the above vehicles equipped with a 5.7L engine (sales code EZH), 8-speed automatic transmission (sales code DFD), 3.21 rear axle ratio (sales code DMC), and 50 state emissions (sales code NAS) built from June 01, 2013 through July 27, 2013 (MDH 060112 through 072706).*

**IMPORTANT:** Some of the involved vehicles may be in dealer vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Involved vehicles can be determined by using the VIP inquiry process.

### **Subject**

The Powertrain Control Module (PCM) on about 775 of the above vehicles may have been built with an incorrect calibration which could affect driveability.

### **Repair**

The PCM must be reprogrammed (flashed) with the correct software.



**Service Procedure**

**NOTE:** wiTECH must be used to perform this recall. This procedure must be performed with software release level 14.01 or higher. If the reprogramming flash for the PCM is aborted or interrupted, repeat the procedure.

**A. Reprogram the Powertrain Control Module:**

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 VCI pod to the vehicle data link connector located to the right of the hood release lever.
3. Place the ignition in the “RUN” position.
4. Open the wiTECH Diagnostic application.
5. Starting at the “Select Tool” screen, highlight the row/tool for the wiPOD device you are using. Then select “Next” at bottom right side of the screen.
6. Enter your “User id” and “Password”, then select “Finish” at the bottom of the screen.
7. From the “Vehicle View” screen, click on the PCM icon.
8. From the “PCM View” screen select the “Flash” tab, compare the “Current ECU Flash Number” with the “New Part Number” listed on the “sort table”. If the “Current ECU Flash Number” is the same as the “New Part Number” continue to Step 13. If the part numbers are not the same, continue with Step 9.
9. With the cursor over the desired flash file, click the small green arrow button on the right side of the screen.

**Service Procedure (Continued)**

10. From the “**Flash Tab**” screen follow the wiTECH screen instructions to complete the flash.
11. Verify that all Diagnostic Trouble Codes (DTC’s) have been cleared.
12. Turn the ignition to the “**OFF**” position and remove the wiTECH VCI pod and battery charger from the vehicle.
13. Continue with **Section B. Install Authorized Modifications Label.**

**Service Procedure (Continued)****B. Install the Authorized Modifications Label:**

1. Type or print (with a ballpoint pen) the recall number, repair modification, dealer code and date on the Authorized Modification Label (figure 1).

Chrysler Group LLC	AUTHORIZED MODIFICATIONS	THESE MODIFICATIONS HAVE BEEN APPROVED AS APPROPRIATE BY EPA AND CARB.
THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:		
CHANGE AUTHORITY	DEALER CODE	DATE
RECALL N54	XXXXX	XX / XX / XXXX
04275086AD		

**Figure 1 – Authorized Modification Label**

2. Attach the label near the VECI label and then close the hood.
3. Complete Proof of Correction Form for California Residents.

NOTE: This recall is subject to the **State of California Registration Renewal/Emissions Recall Enforcement Program**. Complete a Vehicle Emission Recall Proof of Correction Form (**Form No. 81-016-1053**) and **supply it to vehicle owners residing in the state of California**. The correction form will provide proof that this recall has been performed when they renew the vehicle registration.

**Completion Reporting and Reimbursement**

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by Chrysler Group LLC to record recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
PCM Update Previously Performed	08-N5-41-81	0.2 hours
Reprogram PCM	08-N5-41-82	0.2 hours

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.

**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 and Service Scheduling**

All involved vehicle owners known to Chrysler 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.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

**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  
Chrysler Group LLC



## **IMPORTANT EMISSIONS RECALL REPROGRAM POWERTRAIN CONTROL MODULE**

N54

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

Dear: (Name)

Chrysler has determined that some **2013 RAM 1500 pickup trucks equipped with a 5.7L engine, an 8-speed automatic transmission, a 3.21 rear axle ratio, and 50 state emissions** may require reprogramming of the Powertrain Control Module.

***The problem is...*** The Powertrain Control Module on your vehicle may have been built with an incorrect calibration which could affect driveability.

***What your dealer will do...*** **Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will reprogram the Powertrain Control Module. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

***What you must do...*** Simply **contact your dealer** right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle. **Please bring this letter with you to your dealer.**

***If you need help...*** If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

***California residents...*** The State of California requires the completion of emission recall repairs prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the recall has been performed.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at  
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If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

In order to ensure your full protection under the emission warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be a lack of proper maintenance of your vehicle. Further, without this repair, your vehicle may fail a state or local emission inspection test.

We are sorry for any inconvenience but trust that you understand our interest in clean air. Thank you for your attention to this important matter.

Customer Services / Field Operations  
Chrysler Group LLC