SB-10056937-9592

CHRYSLER

May 2014

Dealer Service Instructions for:

Customer Satisfaction Notification P15 Reprogram Radio Frequency Hub Module

Models

2014

(DS) RAM Pick Up Truck (1500 series)
(DJ) RAM Pick Up Truck (2500 series)
(D2) RAM Pick Up Truck (3500 series)
(DD) RAM Cab Chassis (3500 series)
(DP) RAM Cab Chassis (4500/5500 series)
(DX) RAM Truck (Mexico)

*NOTE: This notification applies only to the above vehicles built through April 11, 2014 (**MDH 041117**).*

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

Subject

The radio frequency hub module on about 300,000 of the above vehicles may contain software programming that could cause slow or no passive entry response, no response to Remote Keyless Entry (RKE) commands, or display dashes for tire pressure readings in the cluster. Passive entry/keyless "Go" vehicles may also experience an occasional no start condition.

Repair

The radio frequency hub module must be reprogrammed with new software.

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Parts Information

No parts are required to perform this service procedure.

Special Tools

The following special tools are required to perform this repair:

➢ NPN	wiTECH VCI Pod Kit
➢ NPN	Laptop Computer
➢ NPN	wiTECH Software

Service Procedure

Reprogram the Radio Frequency Hub Module:

NOTE: wiTECH must be used to perform this recall. This procedure must be performed with software release level 14.03 or higher. If the reprogramming flash for the PCM is aborted or interrupted, repeat the 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 VCI pod to the vehicle data link connector.

3. Place the ignition in the "**RUN**" position.

Service Procedure (Continued)

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 "**RFH**" icon.

8. From the "**RFH View**" screen, 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 14. If the part numbers are not the same, continue to Step 9.

9. With the cursor over the desired flash file, click the small green arrow button on the right side of the screen.

10. From the "**ECU Flash**" screen follow the wiTECH screen instructions to complete the flash.

11. Once the flash is complete click the "**OK**" button on the "**ECU Flash**" screen.

12. Select the **"Clear DTC's"** button.

13. From the "**RFH View**" screen, 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**" the flash is complete. If the part numbers are not the same, repeat Steps 7 through 13.

14. Turn the ignition to the "**OFF**" position and remove the wiPOD and battery charger from the vehicle.

15. Return the vehicle to the customer.

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 to record Customer Satisfaction Notification service completions and provide dealer payments.

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

	Labor Operation Number	Time Allowance
Radio Frequency Hub Module update previously performed	08-P1-51-81	0.2 hours
Reprogram Radio Frequency Hub Module	08-P1-51-82	0.2 hours

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

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete 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 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 should 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.

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 notification 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 Service / Field Operations
Chrysler Group LLC

CHRYSLER

CUSTOMER SATISFACTION NOTIFICATION P15
REPROGRAM RADIO FREQUENCY HUB MODULE

Dear: (Name)

At Chrysler Group LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle. This will be done at no charge to you.

We are recommending the following improvements be performed on some **2014 model year RAM trucks**.

Recommended Service:	**The radio frequency hub module on your truck** (VIN: xxxxxxxxxxxxxxxxx) **may contain software programming that could cause slow or no passive entry response, no response to Remote Keyless Entry (RKE) commands, or display dashes for tire pressure readings in the cluster. Passive entry/keyless "Go" vehicles may also experience an occasional no start condition.**
What your dealer will do:	**Chrysler will service your vehicle free of charge (parts and labor).** To do this, your dealer will reprogram the radio frequency hub module with new software. The work will take about ½ hour to complete. We recommend that you make an appointment with your dealer to minimize your inconvenience.
What you should do:	Simply **contact your Chrysler, Jeep, or Dodge dealer,** at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. Although not required, we recommend bringing this letter with you to your dealer, when you bring your vehicle in for this service.
If you need help:	Please contact the Chrysler Customer Assistance Center at 1-800-853-1403.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. You may also update this information on the web at CCCCCCCCCCCCCCCCCCCCCCCCC

We apologize for any inconvenience this service may cause to your schedule. Chrysler is committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center. Thank you for being our customer.

Sincerely,
Customer Service / Field Operations
Chrysler Group LLC
Notification Code P15