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Communication

<p>Title</p> <p>Message</p> <p>Attachments</p>	<p>Safety Recall R23 - REPROGRAM OCCUPANT RESTRAINT CONTROL MODULE - Dealer Notification</p> <p>Start Date: 8/21/2015 1:33 AM End Date: 12/31/8900 12:00 AM Note: All times are EST</p> <p style="text-align: center;"><u>Safety Recall R23 – REPROGRAM OCCUPANT RESTRAINT CONTROL MODULE</u></p> <p>The above Safety Recall has been issued to all U.S. dealers today. Please review the attached dealer letter to familiarize yourself with this issue.</p> <p>Safety Recall R23 – Reprogram Occupant Restraint Control Module – 2013 model year (D2/DJ/DS) RAM Pickup Truck vehicles.</p> <p>NOTE: The owner letter mailing for this recall will begin on August 28, 2015 in compliance with customer notification requirements.</p> <p>Please take the time to ensure that your personnel are prepared to execute a customer friendly process for involved vehicle inquiries.</p> <p style="text-align: right;">Thank you, Customer Services Field Operations FCA US LLC</p> <p>R23 Combo.pdf</p>
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File Attachment Information

File Size (MB)	File Name
0.10	R23 Combo.pdf



August, 2015

Dealer Service Instructions for:

Safety Recall R23 / NHTSA 15V-460

Reprogram Occupant Restraint Control Module

Models

2013 - 2015 (DS) RAM Pickup

NOTE: This recall applies to the above vehicles built at the Warren Assembly Plant (“S” in the 11th VIN Position) through January 26, 2015 (MDH 012611).

2013 - 2015 (D2/DJ/DS) RAM Pickup

NOTE: This recall applies to the above vehicles built at Saltillo Assembly Plant (“G” in the 11th VIN Position) through December 8, 2014 (MDH 120808).

***IMPORTANT:** Some of the vehicles within the above build period have already been inspected or repaired 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. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

Occupant Restraint Control (ORC) module software on about 667,000 of the above vehicles may contain side impact calibrations that are overly sensitive. Inadvertent Side Airbag Inflatable Curtain (SABIC), seat airbag, and/or seatbelt pre-tensioner deployment during certain driving conditions may increase the risk of a crash and/or vehicle occupant injury.

Repair

The ORC module must be reprogrammed with new software.

Parts Information

No parts are required to perform this service procedure.

Parts Return

No parts return required for this campaign.

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

NOTE: The wiTECH scan tool must be used to perform this recall. This procedure must be performed with the latest software release level. If the reprogramming flash for the ORC is aborted or interrupted, repeat the procedure.

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.2 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 voltmeter 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 micro pod II to the vehicle data link connector.

Service Procedure (Continued)

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 **“ORC”** icon.
8. From the **“ORC View”** screen, compare the **“Current ORC Flash Number”** with the **“New Part Number”** listed on the **“sort table”**. If the **“Current ORC 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 **“ORC Flash”** screen follow the wiTECH screen instructions to complete the flash.
11. Once the flash is complete click the **“OK”** button on the **“ORC Flash”** screen.
12. Select the **“Clear Stored DTC’s”** button.
13. From the **“ORC View”** screen, compare the **“Current ORC Flash Number”** with the **“New Part Number”** listed on the **“sort table”**. If the **“Current ORC 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 12.
14. Turn the ignition to the **“OFF”** position and back **“ON”**.
15. From the **“Vehicle View”** screen, click on the **“ABS”** icon and select **“Misc. Functions”**.
16. Perform an **“ABS Initialization”** routine and follow on screen prompts.
17. Clear any DTC’s that may have been set.
18. Turn the ignition to the **“OFF”** position and remove the wiTECH micro pod II and battery charger from the vehicle.

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 FCA to record recall service completions and provide dealer payments.

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

	Labor Operation Number	Time Allowance
ORC module update previously performed	18-R2-31-81	0.2 hours
Reprogram ORC module	18-R2-31-82	0.2 hours

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 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.

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

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a FCA Mobile Service approved repair.

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

IMPORTANT SAFETY RECALL

R23 / NHTSA 15V-460

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

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

Dear: (Name)

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain **2013 through 2015 model year Ram Pickup vehicles**.

The problem is... **The Occupant Restraint Control (ORC) Module on your vehicle may have software that contains side impact calibrations that are overly sensitive. Inadvertent Side Airbag Inflatable Curtain (SABIC), seat airbag, and/or seatbelt pre-tensioner deployment during certain driving conditions may increase the risk of a crash and/or vehicle occupant injury.**

What your dealer will do... **FCA will repair your vehicle free of charge.** To do this, your dealer will reprogram the ORC module with new software. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... **Simply contact your Chrysler, Jeep, Dodge or RAM dealer right away to schedule a service appointment. 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 FCA Group Recall Assistance Center at either **recalls.mopar.com** or 1-800-853-1403.

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. If you have further questions go to **recalls.mopar.com**.

If you have already experienced this specific 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: FCA 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.

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 call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.