



September 2017

Dealer Service Instructions for:

Customer Satisfaction Notification T61 Reprogram Occupant Restraint Controller

Models

**2013 (DS) 1500 RAM Pickup
(DX) RAM Truck (Mexico)**

NOTE: This recall applies only to the above vehicles equipped with roll rate sensing built from August 07, 2012 through June 20, 2013 (MDH 080706 through 062020).

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

Subject

The Occupant Restraint Controller (ORC) on about 10,000 of the above vehicles which was reprogrammed on T25 Safety Recall Campaign may have software that contains a parameter setting which disables the Event Data Recording (EDR). This can prevent the ORC from recording an air bag deployment.

Repair

All the above vehicle must have the ORC reprogramed.

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 tool is required to perform this repair:

- NPN wiTECH micro pod II
- NPN Laptop Computer
- NPN wiTECH 2.0 Software

Service Procedure**Reprogram the ORC Module**

NOTE: The wiTECH 2.0 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. The ORC must be at the latest calibration level after completing this recall.

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 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 micro pod II to the vehicle data link connector.
3. Place the ignition in the “**RUN**” position.

NOTE: The following procedure steps are based on using the wiTECH 2.0 scan tool. If an earlier version of the wiTECH scan tool is used, procedure steps may be different.

4. Open the wiTECH 2.0 website.
5. Enter your “**User id**” and “**Password**”, and then select “**Finish**” at the bottom of the screen.
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**” screen, click on the “**ORC**” icon.

Service Procedure (Continued)

9. From the “**ORC**” screen, select the “**Flash**” tab, then 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 17**.
 - If the “**Current ECU part Number**” is NOT the same as the “**New Part Number**”, continue with **Step 10**.
10. From the flash ECU agreement page, agree to terms by checking the box.
11. Select “**Flash ECU**” then follow the wiTECH screen instructions to complete the flash.
12. Once the flash is complete, select the “**View DTCs**” tab.
13. Select “**Clear All DTCs**” and then select “**Close**”.
14. From the “**Topology**” screen, click on the “**ABS**” icon.
15. From the “**ABS**” screen, select the “**Misc Functions**” tab.
16. Perform the “**ABS Initialization**” routine and follow the screen prompts.
17. Select “**Clear All DTCs**” and then select “**Close**”.
18. Remove the battery charger from the vehicle and then close the hood.
19. Turn off the vehicle, unplug the wiTECH micro pod II and open and close the driver’s door. Let all modules go to sleep (This should take approximately one minute).
20. Reconnect wiTECH 2.0 and clear any DTCs which may have been set.
21. 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 paid will be used by FCA to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect ORC module Software level	18-T6-11-81	0.2 hours
Reprogram the ORC module	18-T6-11-82	0.3 hours

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 FCA 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.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this notification. This repair does not require hoists or other full service facility special equipment and is a Chrysler 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 campaign 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
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

XXXXXXXXXX

T61

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / 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 our Recall Website, recalls.mopar.com or scan below.**

QR Code

You can find your nearest dealer and review all your scheduling options from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity.

DEALERSHIP INSTRUCTIONS

Please reference CSN T61.

CUSTOMER SATISFACTION NOTIFICATION

Reprogram Occupant Restraint Controller

Dear [Name],

At FCA US 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 ^[1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2013 Model Year RAM 1500 Pickup, RAM Truck] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The Occupant Restraint Controller (ORC) which was reprogrammed on the T25 Safety Recall Campaign may have software that contains a parameter setting which disables the Event Data Recording (EDR) on your truck. **This can prevent the Occupant Restraint Controller from recording an air-bag deployment.**

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will reprogram the Occupant Restraint Controller (ORC). In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is an half hour. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR CALL 1-800-853-1403
OR 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 to submit your reimbursement request online. ^[3] 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 satisfaction. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
Fiat Chrysler Automobiles 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 1-800-424-9153), or go to 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.