



February 2020

Dealer Service Instructions for:

Customer Satisfaction Notification VF2 Auto High Beam Headlamp Control

Remedy Available

2020 (DT) Ram 1500 Pickup

NOTE: This campaign applies only to the above vehicles equipped with Auto High Beam Headlamp Control (sales code LMS)

NOTE: Some vehicles above may have been identified as not involved in this campaign and therefore have been excluded from this campaign.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The auto high beam headlamp feature on about 5,400 of the above vehicles may not have been properly configured during vehicle assembly. This condition will not allow the operator to turn the auto high beam headlamp control on/off via Uconnect settings, headlamp switch knob, or multifunction lever. There is no indication that the auto high beam headlamp control is on/off and no malfunction indicator lamp will be illuminated or diagnostic trouble code set for this condition.

Service Procedure

Restore Vehicle Configuration

NOTE: The wiTECH scan tool must be used to perform this Customer Satisfaction Notice. The wiTECH software is required to be at the latest release level before performing this 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 reconfiguration 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. 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 located under the steering column.
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 **Left Margin Drop Down Menu**, under “**Activities**” select “**Guided Diagnostics**”.
8. Select “**Restore Vehicle Configuration**” then follow on-screen prompts to complete the vehicle configuration.
9. Cycle the ignition “**OFF**” then “**ON**” again.

Service Procedure [Continued]

10. From the **Left Margin Drop Down Menu**, under “**Activities**” select “**Guided Diagnostics**”.
11. Select “**Reset ECU**” then click “**Continue**”, Select “**Radio**” then click “**Continue**”, follow on-screen prompts to complete the reset process, then select “**Close**”.
12. Repeat the reset ECU process again, select “**Reset ECU**” then click “**Continue**”, Select “**Radio**” then click “**Continue**”, follow on-screen prompts to complete the reset process, then select “**Close**”.
13. From the “**Action Items**” screen, click “**All DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
14. If DTCs are still stored, cycle the ignition OFF/ON then clear DTCs again.
15. On the center console radio screen, select the Uconnect “**Apps**” icon.
16. Select “**Settings**” scroll down the menu and select the “**Lights**” icon.
17. Verify that “**Auto Dim High Beams**” appears in the menu of available options then select Auto Dim High Beams and verify that setting can be changed “**OFF/ON**”.
18. Turn the ignition to the “**OFF**” position and remove the wiTECH micro pod II from the vehicle data link connector.
19. Remove the battery charger from the vehicle.
20. Close the hood and 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:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Perform BCM reconfiguration	18-VF-21-82	0.2 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.

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]

VIN XXXXXXXXXXXXXXXXXXXX

VF2

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 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.

DEALERSHIP INSTRUCTIONS

Please reference CSN VF2.

CUSTOMER SATISFACTION NOTIFICATION

Auto High Beam Headlamp Control

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 [2020 Model Year (DT) Ram 1500 Pickup] vehicles equipped with Auto High Beam Headlamp Control.

WHY DOES MY VEHICLE NEED REPAIRS?

The auto high beam headlamp feature on your vehicle may not have been properly configured during vehicle assembly. This condition will not allow the operator to turn the auto high beam headlamp control on/off via Uconnect settings, headlamp switch knob, or multifunction lever. There is no indication that the auto high beam headlamp control is on/off and no malfunction indicator lamp will be illuminated or diagnostic trouble code set for this condition.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will update the Body Control Module (BCM) configuration. The estimated repair time is twenty minutes. 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. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL 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. ^[2] 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 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
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] 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.