



Revised May 2020

Dealer Service Instructions for:

Customer Satisfaction Notification U07 AutoPark Functionality

NOTE: Ensure that the PCM, TCM, and RFH modules are all at the latest software level before releasing the vehicle to the customer.

NOTE: Service Procedure steps 25-29 and Labor Time section revised.

Remedy Available

2013-2016 (DS) RAM 1500 Pickup

NOTE: This campaign applies only to the above vehicles equipped with a rotary gear shift selector and an 8-speed automatic transmission.

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

AutoPark functionality on about 763,174 of the above vehicles may not be enabled. AutoPark is an enhanced securement strategy which places the vehicle in "PARK" if the driver attempts to exit the vehicle before placing the rotary gear shift selector in the "PARK" position. Without AutoPark enabled, if the driver does not place the rotary gear shift selector in the "PARK" position and then attempts to exit the vehicle, the vehicle may move unintentionally.

Repair

Inspect the software level and if necessary, reprogram the Powertrain Control Module (PCM), Transmission Control Module (TCM) and the Radio Frequency Hub (RFH) with updated software to add AutoPark functionality. Print and provide the U07 addendum card to the vehicle owner.

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 micro pod II
- NPN Laptop Computer
- NPN wiTECH Software

Service Procedure

CAUTION: For 2014 model year vehicles equipped with a 3.0L engine, do not interrupt the PCM software update process in any way once it has begun. It may cause permanent damage to the PCM which will require replacement.

NOTE: The wiTECH scan tool must be used to perform this recall. For vehicles and modules other than those described in the above CAUTION, if the reprogramming flash is aborted or interrupted, repeat the procedure. The PCM, TCM, and RFH modules 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 13.0 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 micro pod II to the vehicle data link connector.
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 “**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**” tab, select the “**PCM**” icon for the module requiring updating.

Service Procedure [Continued]

9. From the “**Flash**” tab, 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 13**.
 - If the “**Current ECU part Number**” is NOT the same as the “**New Part Number**”, continue with **Step 10**.
10. Read the flash special instructions page. Select “**OK**” to continue.
11. From the flash ECU agreement page, agree to terms by checking the box.
12. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.
13. From the “**Topology**” tab, select the “**TCM**” icon for the module requiring updating.
14. From the “**Flash**” tab, 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 18**.
 - If the “**Current ECU part Number**” is NOT the same as the “**New Part Number**”, continue with **Step 15**.
15. Read the flash special instructions page. Select “**OK**” to continue.
16. From the flash ECU agreement page, agree to terms by checking the box.
17. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.

Service Procedure (Continued)

18. From the “**Topology**” tab, select the “**RFH**” icon for the module requiring updating.
19. From the “**Flash**” tab, 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 23**.
 - If the “**Current ECU part Number**” is NOT the same as the “**New Part Number**”, continue with **Step 20**.
20. Read the flash special instructions page. Select “**OK**” to continue.
21. From the flash ECU agreement page, agree to terms by checking the box.
22. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.
23. From the “**Topology**” screen, select the “**All DTCs**” tab to view the DTCs.
24. Select “**Clear All DTCs**” and then select “**Close**”.
25. **Restore vehicle configuration:**
 1. Select “**Guided Diagnostics**” under “**Activities**” heading in left column.
 2. Select “**Restore Vehicle Configuration**” then click “**Continue**”.
 3. Follow the wiTECH screen prompt instructions to turn ignition off, unplug micro pod from the data link connector (DLC), and close doors, to allow the Controller Area Network (CAN) data bus to go to sleep.
26. **Verify that Auto Park Present is Set:**
 1. Reconnect micro pod to DLC and select “**BCM**” in wiTECH topology.
 2. Select “**Configuration**” tab and search for “**Auto Park Present**”.
 3. Verify that Auto Park is “**Set**”. If Auto Park is “**Not Set**”, perform the “**Restore Vehicle Configuration**” again.

Service Procedure [Continued]

27. The following steps (a-c) to Unlock RFH Module apply only to vehicles equipped with Keyless Go ignition (Sales Code GX4) when RFH module programming was performed:

a. Obtain the key code pin number:

1. Sign into DealerConnect.
2. Select the “**Service**” tab.
3. Within the “**Repair Information**” section select “**Key Code**”.
4. Enter the following:
 - Vehicle VIN.
 - Reason Code (Module Replacement).
 - Password.
5. Check the box next to Dealer Policy acknowledgement.
6. Click “**Search**” then record the key code pin number.

b. Unlock RFH module:

1. Select “**RFH**” in wiTECH topology.
2. Select “**Misc Functions**” tab.
3. Select “**RFH PIN Unlock**” then click “**Continue**”.
4. Follow the wiTECH screen prompt instructions.
5. Enter the vehicle PIN (key code PIN) pin number then select “**Continue**”. Follow the wiTECH screen prompts.
6. If PIN unlock was successful, and routine detects changes in the RFH local configuration, wiTECH will display a table of the differences.

c. Verify that Auto Park Present is Set:

1. Select “**RFH**” in wiTECH topology.
2. Select “**Configuration**” tab and search for “**Auto Park Present**”.
3. Verify that AutoPark Present value is “**Set**”. If Auto Park is “**Not Set**”, perform the “**RFH PIN Unlock**” procedure again.

Service Procedure [Continued]

28. Verify the AutoPark Function:

Start the engine, depress and hold the brake pedal, shift out of “**PARK**” to the “**Neutral**” position then press the stop/start button. Engine must turn off and the shifter will move to the Park position. If engine does not turn off and shifter move to the Park position, then repeat **Step 25 Restore Vehicle Configuration and Unlock RFH Module**.

29. Clear DTCs:

1. From the “**Topology**” screen, select the “**All DTCs**” tab to view the DTCs.
2. Select “**Clear All DTCs**” and then select “**Close**”.

- 30.** Place the ignition in the “**OFF**” position and then remove the wiTECH micro pod II device from the vehicle.
- 31.** Remove the battery charger from the vehicle.
- 32.** Close the vehicle hood.

NOTE: All vehicles that have software update performed will require an addendum card be provided to the vehicle owner.

Service Procedure [Continued]**33.** Process Steps to obtain the U07 Addendum Card:

- a. Access the “**DealerCONNECT**” website.
- b. Locate the “**Recall Resources**” section.
- c. Under the “**Recall Central**” heading, select the “**Recalls**” link.
- d. Locate the “**Addendum Cards**” section.
- e. Select the “**U07 Addendum Card**” link.
- f. Print a copy of the U07 addendum card.
- g. Give the addendum card to the vehicle owner and advise the vehicle owner to read the addendum card for information regarding how AutoPark places the vehicle transmission in the "PARK" position if the driver attempts to exit 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 paid will be used by FCA to record Customer Satisfaction Notification service completions and provide dealer payments.

Use LOP 18-U0-71-82 in combination with any applicable Related Operation labor operation numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Inspect PCM, TCM and RFH module Software Levels and Print Addendum Card	18-U0-71-82	0.2 hours
<u>Related Operation</u>		
Reprogram PCM with New Software	18-U0-71-50	0.2 hours
Reprogram TCM with New Software	18-U0-71-51	0.1 hours
Reprogram RFH module with New Software	18-U0-71-52	0.1 hours
Restore Vehicle Configuration	18-U0-71-55	0.1 hours
Unlock RFH Module (sales code GX4 – Keyless Go Ignition ONLY)	18-U0-71-56	0.1 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 XXXXXXXXXXXXXXXXXX

U07

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 U07.

CUSTOMER SATISFACTION NOTIFICATION

AutoPark Functionality

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 [2013-2016 Model Year RAM 1500 Pickup] vehicles equipped with a rotary gear shift selector and an 8-speed automatic transmission.

WHY DOES MY VEHICLE NEED REPAIRS?

Your vehicle may not have AutoPark functionality enabled. AutoPark is an enhanced securement strategy which places the vehicle in "PARK" if the driver attempts to exit the vehicle before placing the rotary gear shift selector in the "PARK" position. Without AutoPark enabled, if the driver does not place the rotary gear shift selector in the "PARK" position and then attempts to exit the vehicle, the vehicle may move unintentionally.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION

FCA will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the software level and if necessary, reprogram the Powertrain Control Module (PCM), Transmission Control Module (TCM) and the Radio Frequency (RF) Hub with updated software to add AutoPark functionality. 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 one 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 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 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
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.

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