



## STAR ONLINE PUBLICATION

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**Case Number:** S2008000110

**Release Date:** 07/28/2020

**Symptom/Vehicle Issue:** Oversized Tire Calibration For Mopar Custom Calibration for Dodge RAM, MVP Update Required, MVP Hotline

Mopar Vehicle Protection (MVP) is pleased to announce that the Mopar Custom Calibration is now available starting on 2019 Ram DT with tires of up to 35". The calibration is available for sale in the service lane.

The Mopar Custom Calibration is required on all RAM DTs that have been customized with oversized tires (33"+) to a max on 35" tires. Customized Ram DTs with larger tire modifications must have their odometers and speedometers calibrated to be compliant with NHTSA odometer reading standards and for both to have accurate readings. The software update for the calibration will be charged to the customer via a Mopar Vehicle Protection service contract.

When a customer customizes their Ram DT with the above modification or comes in to service a non-calibrated vehicle, the following process should be followed.

- Sell customers the appropriate MVP Option code(s) via VINDriven or wiADVISOR based on measurements taken of the modifications. (See next page)
- Tire option must be chosen first to populate other options.
- During the sales process, acknowledge the disclaimer pop up on VINDriven or wiADVISOR and read to customer.
- MSRP is \$125, Dealer Cost is \$100. Charge will be visible within 30 days of purchase of an MVP Calibration Contract.
- Once the MVP options have been purchased a technician performs calibration/reconfiguration using wiTech. (see page 4)
- After the reconfiguration has been updated and the calibration verified, a claim is to be submitted for reimbursement. Labor Operation number 18-19-58-CC for .2 hours is to be used to claim.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**

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### Tire Size

MVP Option Code	Tire Size (actual)
CALTIREOEM	Original Tires
CALTIRE330	33
CALTIRE335	33.5
CALTIRE340	34
CALTIRE345	34.5
CALTIRE350	35

### TIRE SIZE SELECTION PROCESS:

1. Properly inflate tires to placard values.
2. IMPORTANT: Measure front left tire from top center of tire to ground, round to nearest 1/2". Do not assume side wall value is correct.
3. Use measured tire size and select from tire size chart.
4. Input measurements into the MVP contract and complete contract process.
5. Test drive vehicle for speedometer accuracy and adjust as necessary.
  - If speedometer reads slower than actual speed increase tire size by 1/2"
  - If speedometer reads faster than actual speed decrease tire size by 1/2"
6. If speedometer is not accurately reporting vehicle speed (can be tested by physically measuring rolling distance, using GPS, etc.), a call to the MVP Application Hotline (800-541-4612) is required. The contract must be cancelled so a new contract can be established with an updated tire size option selected.



### Step By Step Instructions on how to perform/restore the Ram DT Re-Configuration

1. From the Vehicle Select Screen, navigate to the Vehicle Topology Screen or Electronic Control Unit (ECU) List
2. Select Body Control Modules (BCM)
3. From the BCM Screen, select the MISC FUNCTIONS Tab

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4. Select the option RESTORE VEHICLE CONFIGURATION
5. Follow system prompts to complete the procedure
6. Upon completion, cycle the ignition to OFF, then cycle the ignition to RUN (Do Not crank the engine)
7. Leave the ignition in the RUN position for a minimum of 60 seconds then cycle to OFF.
8. Cycle the ignition to RUN (Do Not crank the engine)
9. Clear all Diagnostic Trouble Codes (D.T.C.'s).

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