



June 2021

Dealer Service Instructions for:

# **Emissions Recall V72**

## **Replace Powertrain Control Module**

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### **Remedy Available**

**2014 (DD) RAM 3500 Cab Chassis**

**2014 (DP) RAM 4500/5500 Cab Chassis**

*NOTE: This recall applies only to the above vehicle equipped with a 6.4L engine (sales code ESB) and Aisin automatic transmission (sales code DF3).*

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

**IMPORTANT: Some of the involved vehicles may be in Dealer vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery.** Involved vehicles can be determined by using the VIP inquiry process.

### **Subject**

The Powertrain Control Module (PCM) on about 1,900 of the above vehicles may require updated software. Manufacturing Self-Test, O2 monitor rich to lean delay did not pass emissions with a fault induction setting that was fully detectable in vehicle testing. Vehicles may exceed the OBD emissions limit before the MIL is illuminated.



## Service Procedure

### A. Replace PCM

**CAUTION:** Certain ABS systems rely on having the Powertrain Control Module (PCM) broadcast the Vehicle Identification Number (VIN) over the bus network. To prevent problems of DTCs and other items related to the VIN broadcast, it is recommended that you disconnect the ABS CAB (controller) temporarily when replacing the PCM. Once the PCM is replaced, write the VIN to the PCM using a scan tool. This is done from the engine main menu. Arrow over to the second page to “1. Miscellaneous”. Select “Check VIN” from the choices. Make sure it has the correct VIN entered before continuing. When the VIN is complete, turn off the ignition key and reconnect the ABS module connector. This will prevent the setting of DTCs and other items associated with the lack of a VIN detected when you turn the key ON after replacing the PCM.

1. Disconnect and isolate the negative battery cable(s). If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cable. (Figure 1).

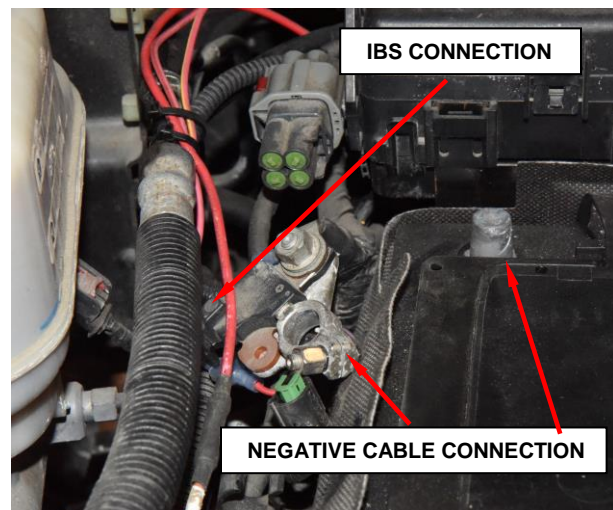
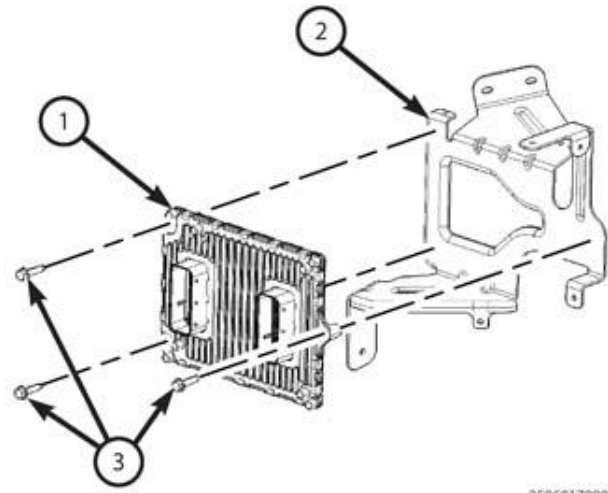


Figure 1 – Negative Battery Cable

**NOTE:** Use the scan tool to reprogram the new PCM with the vehicles original identification number (VIN) and the vehicles original mileage. If this step is not done, a Diagnostic Trouble Code (DTC) may be set.

**Service Procedure [Continued]**

2. Disconnect the Powertrain Control Module (PCM) electrical connectors.
3. Remove the old PCM (1) from the mounting bracket (2) (Figure 2).

**Figure 2 – PCM**

**NOTE: Prior to reconnecting the electrical connectors to the PCM, check the pins in the electrical connectors for misalignment and/or damage. Repair as necessary.**

4. Position the new PCM (1) onto the PCM bracket (2). Tighten the screws (3) to 8 N·m (71 in. lbs.) (Figure 2).
5. Connect the PCM harness connectors.
6. Connect the negative battery cable and tighten nut to 5 N·m (45 in. lbs.). If equipped with an Intelligent Battery Sensor (IBS), reconnect the IBS connector after reconnecting the negative battery cable.

**NOTE: When a new PCM is installed, it must be programmed with the original Vehicle Identification Number (VIN) and mileage. If this is not done, a Diagnostic Trouble Code (DTC) may set.**

<b>Service Procedure [Continued]</b>
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## **B. Programming the PCM**

**NOTE: The wiTECH scan tool must be used to perform this recall. This procedure must be performed with the wiTECH MicroPod II at latest software release level. If the reprogramming flash for the PCM is aborted or interrupted, repeat the 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 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 MicroPod 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 “**Sign In**” at the bottom of the screen. Click “**Accept**”.
6. From the “**Vehicle Selection**” screen, select the vehicle to be updated.
7. Enter the VIN, and follow the on-screen prompts.
8. From the “**Action Items**” screen, select the “**Topology**” tab.

**NOTE: The PCM must be at the latest software calibration level after completing this recall.**

9. From the “**Topology**” tab, select the “**PCM**” module icon.

**Service Procedure [Continued]**

10. 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 15**.
  - If the “**Current ECU part Number**” is NOT the same as the “**New Part Number**”, continue with **Step 10**.
11. From the PCM tab, select the PCM flash part number. Read the flash special instructions page. Select “**OK**” to continue.
12. From the flash ECU agreement page, agree to terms by checking the box.
13. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.
14. Confirm the software is at the latest available calibration level.
15. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
16. Place the ignition in the “**OFF**” position and then remove the wiTECH MicroPod II device from the vehicle. While the key is in the “**OFF**” position, close all doors, and wait 1 minute. Reinstall the wiTECH MicroPod II, and turn place the ignition in the “**ON**” position.
17. Select “PCM”.
18. Select “Misc functions”.
19. Select “Check PCM VIN” and follow the on screen instructions. When complete, select “Finish”.
20. Select “Learn ETC” and follow the on screen instructions. When complete, select “Finish”.

<b>Service Procedure [Continued]</b>
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21. Select “Check PCM Odometer” and follow the on screen instructions. When complete, select “Finish”.
22. If available (sales code XCL), select “Engine Idle Shutdown Feature Enable/Disable” and set to vehicle operators preference.
23. If available (sales code XCL), select “Engine Idle Shutdown Timer Adjustment” and set to the vehicle operators preference.
24. Perform the following routine if a new PCM/ECM has been installed and module flash programming is complete. Select the appropriate “MAX VEHICLE SPEED” routine. Refer to the following sale code table to select the proper speed:

SALES CODE	VALUE
JJ3	60 MPH MAX SPEED
JJ4	65 MPH MAX SPEED
JJ5	70 MPH MAX SPEED
JJ7	102 MPH MAX SPEED
JJ9	77 MPH MAX SPEED

**NOTE: Due to the PCM/TCM programming procedure, a DTC may be set in other ECUs within the vehicle. Some DTCs may cause the MIL to illuminate. From the “Home” screen select “System View”. Then select “All DTCs”. Press “Clear All Stored DTCs” if there are any DTCs shown on the list.**

25. Remove the battery charger from the vehicle.
26. Close the vehicle hood.
27. Complete Proof of Correction Form for California Residents.
28. Return the vehicle to the customer or to vehicle inventory.

**Complete Proof of Correction Form for California Residents:**

This recall is subject to the **State of California Registration Renewal/Emissions Recall Enforcement Program**. Complete a Vehicle Emission Recall Proof of Correction Form (**Form No. 81-016-1053**) and **supply it to vehicle owners residing in the state of California** for proof that this recall has been performed when they renew the vehicle registration.

Process Steps to obtain the California Proof of Correction form:

- a. Access the “**DealerCONNECT**” website.
- b. Select the “**Service**” tab.
- c. Under the “**Publications**” heading, select the “**ePublishing**” link.
- d. Sign in using your **Dealer Code** and **Password**.
- e. Select the “**Proof of Correction form**”.

<b>Completion Reporting and Reimbursement</b>
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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 recall service completions and provide dealer payments.

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

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Replace PCM and Reprogram With New Software	08-V7-21-82	0.6 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.

## 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.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

V72

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. The last eight characters of your VIN are provided above.

#### DEALERSHIP INSTRUCTIONS

Please reference Emissions Recall

V72

# IMPORTANT EMISSIONS RECALL

## Powertrain Control Module Replacement

Dear [Name],

FCA US LLC, has determined that certain [2014 (DD) RAM 3500 Cab Chassis and (DP) RAM 4500/5500 Cab Chassis] vehicles may not comply with Federal and California emission regulations.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The Powertrain Control Module (PCM) on your vehicle <sup>[1]</sup> may require replacement. During the Manufacturing Self-Test, O2 monitor rich to lean delay did not pass with a fault induction setting that was fully detectable in vehicle testing. Vehicles may exceed the OBD emissions limit before the Malfunction Indicator Light (MIL) is illuminated.

#### HOW DO I RESOLVE THIS IMPORTANT EMISSIONS ISSUE?

FCA will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the PCM, and program it with new software. The estimated repair time is 45 minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which 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**

#### CALIFORNIA RESIDENTS

The State of California requires the completion of this emission recall repair prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the Emission Recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the Emission Recall has been performed.

In order to ensure your full protection under the emissions warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

#### 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[2]</sup> 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.