



Revision (5) June 2021

Dealer Service Instructions for:

Emissions Recall T21

Reprogram Engine Control Unit

NOTE: Remedy for 2004 model year vehicles on page 5 step 14 has been revised.

Remedy Available

2004 - 2006 (VA) Dodge Sprinter

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

In the event of a Mass Air Flow (MAF) adaptation error, the Malfunction Indicator Lamp (MIL) on about 52,900 of the above vehicles might not illuminate and the corresponding fault code will not be stored in the Engine Control Unit (ECU) as required by law. To remedy this issue, the ECU software must be updated.

Repair

The ECU on involved vehicles must be reprogrammed with new software. In addition, the air intake system and Exhaust Gas Recirculation (EGR) system must be inspected. Repairs to those systems may be necessary if new Diagnostic Trouble Codes (DTCs) are activated which are directly related to the new ECU software.

2004 Model Year vehicles ONLY, may require an adapter wiring harness depending on the instrument cluster installed in the vehicle.

Parts Information

2004 Model Year vehicles ONLY, may require an adapter wiring harness depending on the instrument cluster installed in the vehicle. Perform the instrument cluster part number inspection in Section A of the Service Procedure first to determine if the wiring harness adapter is required or not.

<u>Part Number</u>	<u>Qty.</u>	<u>Description</u>
CEA6T211AA	1	Adapter, Wiring Harness

NOTE: No additional repairs or parts are anticipated for this campaign. If any additional repairs or parts related to this campaign are required, the dealer must first check if a related LOP has been created for repairs prior to performing the repair. If no related LOP is found, the LOP review process must be followed to request a related Recall LOP be added as follows:

Submit a LOP Related Inquiry (located in DealerCONNECT > Service > Claim Administration) for evaluation and update.

- **IF the request is approved – the related Recall LOP will be added to the Labor Operations and you are to proceed with normal Recall claim entry process.**
- **IF the request is not approved – submit the repair under Warranty (W) if the repair has been pre-authorized by your Area Manager or Business Center representative.**

Parts Return

No parts return required for this campaign.

Special Tools

NOTE: For DRB III Enhanced Emulator and TechTOOLS requirements and troubleshooting, consult the wiTECH Knowledge Base from the wiTECH 2.0 menu.

The following special tools are required to perform this repair:

- NPN wiTECH micro POD II
(Configured for wiTECH 1.0)
- NPN Laptop Computer (Windows operating system)
- NPN wiTECH 1.0 Software
- NPN Enhanced DRB III Emulator Tool Software
(Launched through wiTECH 1.0)
- NPN TechTOOLS Software (Desktop Application)

Service Procedure

A. Vehicle Model Year Check

1. Is the vehicle **2004 Model Year**?

- **YES:** Vehicle is 2004 Model Year; continue with the procedure in **Section A, Step 2 Instrument Cluster Part Number Check**.
- **NO:** Vehicle is 2005 - 2006 Model Year; Skip **Section A** and proceed directly to **Section B** on **Page 11 Reprogram the ECU**.

NOTE: Technicians experiencing difficulty using the DRBIII Emulator tool should contact the wiTECH Helpdesk to receive technical support.

NOTE: The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure.

Instrument Cluster Part Number Check

2. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. 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.

3. Connect the wiTECH micro POD II to the vehicle data link connector.

4. Place the ignition in the “**RUN**” position.

5. Open the wiTECH Diagnostic application.

Service Procedure [Continued]

6. Starting at the “Select Tool” screen, highlight the row/tool for the micro POD II device you are using. Then select “**Launch DRBIII Enhanced**” at bottom right side of the screen.
7. Accept the software agreement. Click in the box next to “**I Accept**” then click “**Next**”.
8. To begin the DRBIII Emulator tool, select “**Yes**”.
9. From “**Main Menu**” Select (1) “**DRB III Standalone**”.
10. Under heading “**Stand-Alone Main Menu**”, select (1) “**1998-2010 Diagnostics**”.
11. Under heading “**1998-2010 Diagnostics**”, select (6) “**2002-2006 Sprinter**”.
12. Under heading “**Main Menu**”, select (1) “**System Select**”.
13. Under heading “**System Select**”, select (1) “**Instrument Cluster**” then press “**Enter**”.
14. Module ID for instrument cluster screen will appear. Inspect the instrument cluster part number installed.
 - If instrument cluster part number **A0024466721** is installed in the vehicle, proceed to **Section B. Reprogram the ECU, Page 11.**
 - If instrument cluster with a different part number other than **A0024466721** is installed in the vehicle, then the Adapter Wiring Harness must be installed before reprogramming the ECU. Continue with **Step 15 on Page 6.**

Service Procedure [Continued]**Immobilizer (with Transponder) Control Unit Installation**

WARNING: To avoid personal injury or death, on vehicles equipped with airbags, disable the supplemental restraint system before attempting any steering wheel, steering column, airbag, seat belt tensioner, or instrument panel component diagnosis or service. Disconnect and isolate the battery negative (ground) cable, then wait two minutes for the system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the supplemental restraint system. Failure to take the proper precautions could result in accidental airbag deployment.

15. Disconnect and isolate the battery negative cable from the main battery:
 - a. Turn the ignition switch to the Off position. Be certain that all electrical accessories are turned off.
 - b. Loosen the under hood battery negative cable terminal clamp pinch-bolt hex nut.
 - c. Disconnect the battery negative cable terminal clamp from the battery negative terminal post. If necessary, use a battery terminal puller to remove the terminal clamp from the battery post.

16. If equipped with an auxiliary battery, disconnect and isolate the battery negative cable from the auxiliary battery:
 - a. Remove the passenger front seat assembly.
 - b. Remove the top cover from the seat base assembly.
 - c. Loosen the battery negative cable terminal clamp pinch-bolt hex nut.
 - d. Disconnect the battery negative cable terminal clamp from the battery negative terminal post. If necessary, use a battery terminal puller to remove the terminal clamp from the battery post.

Service Procedure [Continued]

17. Remove the screws (2) from the instrument cluster bezel (Figure 1).
18. Using a trim stick C-4755 or equivalent, separate cover (1) (Figure 1).
19. Disconnect electrical connectors (3) and (4) then remove the bezel (Figure 1).

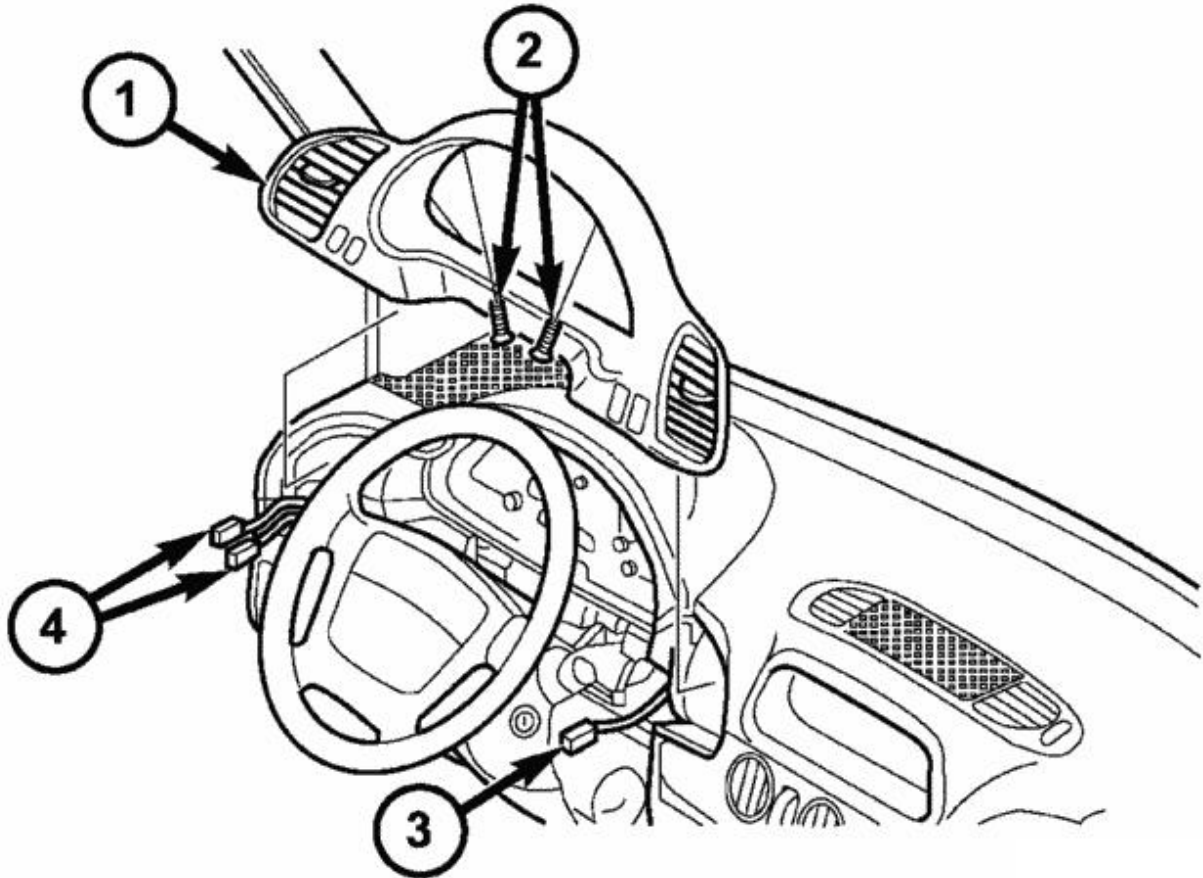


Figure 1 – Instrument Cluster Bezel

Service Procedure [Continued]

20. Remove the two screws (1) then using a trim stick C-4755 or equivalent, remove the instrument cluster top cover (2) (Figure 2).
21. Remove the two screws (3) that secure the instrument cluster (4) mounting ears to the instrument panel base structure (Figure 2).
22. Lift the instrument cluster upward far enough to disengage the two molded plastic pivot loops (5) integral to the base of the cluster hood from the two pairs of molded plastic pivot hooks that are integral to the top of the instrument panel base structure (Figure 2).

NOTE: Do not disconnect the instrument panel electrical connectors.

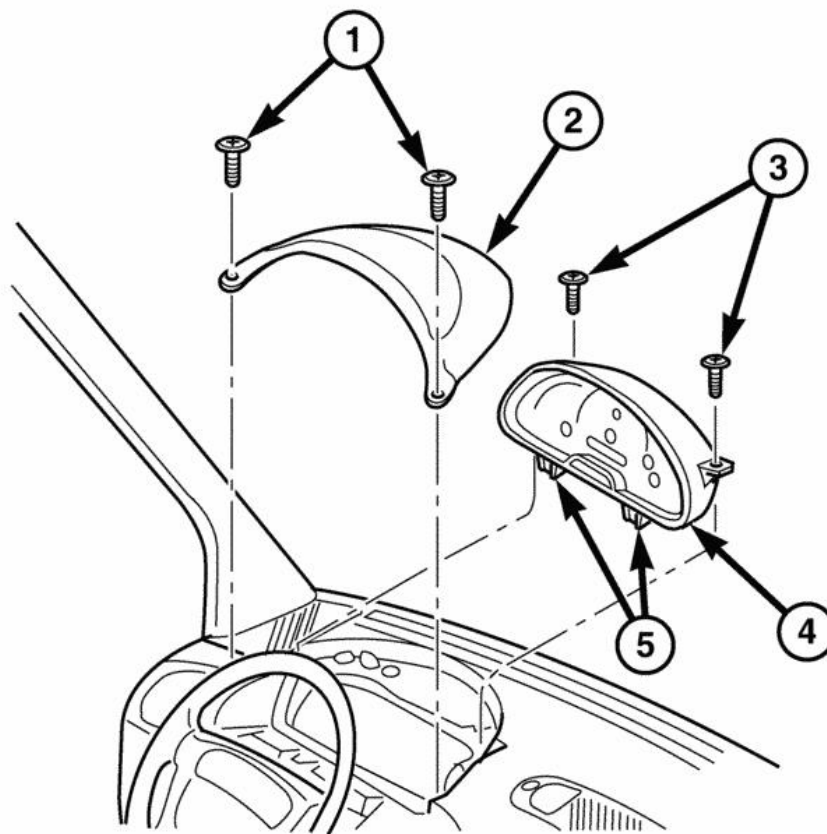


Figure 2 – Instrument Cluster

Service Procedure [Continued]

23. Disconnect the electrical connector from the Remote Keyless Entry (RKE) immobilizer module on the back of the instrument cluster rear cover (Figure 3).

NOTE: The RKE immobilizer module does not need to be removed from the instrument cluster.

24. Install adapter wiring harness (3) and connect to RKE immobilizer module (1) (Figure 3).
25. Connect electrical connector (2) to adapter wiring harness (3) (Figure 3).
26. Wrap electrical connector (2) together with adapter wiring harness (3) in foam material (5) already present in the instrument panel (Figure 3).

NOTE: The foam material (5) will serve as chafe protection and soundproofing (Figure 3).

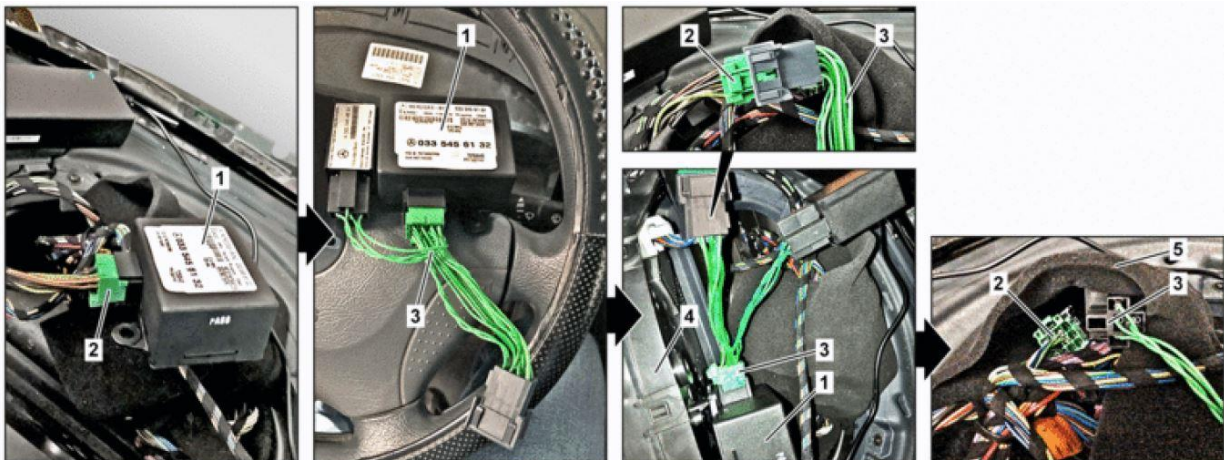


Figure 3 – Install Adapter Wiring Harness

1. RKE Immobilizer Module
2. Electrical Connector
3. Adapter
4. Instrument Cluster
5. Foam Material

Service Procedure [Continued]

27. Align the two molded plastic pivot loops (5) integral to the base of the cluster hood between the two pairs of molded plastic pivot hooks that are integral to the top of instrument panel base structure, then push downward on the top of the cluster until the loops snap into engagement with the hooks (Figure 2).
28. Roll the top of the instrument cluster (4) forward to position the instrument cluster into the instrument panel (Figure 2).
29. Install and tighten the two screws (3) that secure the instrument cluster mounting ears to the instrument panel base structure (Figure 2). Tighten the screws to 2 N·m (20 in. lbs.).
30. Install the instrument cluster cover (2) then install the two screws (1) and tighten securely (Figure 2).
31. If equipped with an auxiliary battery:
 - a. Reconnect the battery negative cable terminal clamp to the battery negative terminal post. Tighten the terminal clamp pinch-bolt hex nut to 7.9 N·m (70 in. lbs.).
 - b. Apply a thin coating of petroleum jelly or chassis grease to the exposed surfaces of the battery cable terminal clamps and the battery terminal posts.
 - c. Install the top cover on the seat base assembly.
 - d. Install the passenger front seat assembly.
32. Main battery reconnect procedure:
 - a. Reconnect the battery negative cable terminal clamp to the battery negative terminal post. Tighten the terminal clamp pinch-bolt hex nut to 7.9 N·m (70 in. lbs.).
 - b. Apply a thin coating of petroleum jelly or chassis grease to the exposed surfaces of the battery cable terminal clamps and the battery terminal posts.
33. Proceed to **Section B. Reprogram the ECU, Page 11.**

Service Procedure [Continued]**B. Reprogram the ECU**

NOTE: Technicians that are experiencing trouble completing the flash portion of the T21 Recall process should contact the wiTECH Helpdesk to receive technical support.

NOTE: The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure. If the reprogramming flash for the ECU is aborted or interrupted, repeat the procedure. The ECU must be at the latest calibration level after completing this emissions recall.

1. 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 Diagnostic application.
5. Starting at the “Select Tool” screen, highlight the row/tool for the micro POD II device you are using. Then select “**Launch DRBIII Enhanced**” at bottom right side of the screen.
6. Accept the software agreement. Click in the box next to “**I Accept**” then click “**Next**”.
7. To begin the DRBIII Emulator tool, select “**Yes**”.

Service Procedure [Continued]

8. From “**Main Menu**” Select (1) “**DRB III Standalone**”.
9. Under heading “**Stand-Alone Main Menu**”, select (1) “**1998-2010 Diagnostics**”.
10. Under heading “**1998-2010 Diagnostics**”, select (6) “**2002-2006 Sprinter**”.
11. Under heading “**Main Menu**”, select (1) “**System Select**”.
12. Under heading “**System Select**”, select (1) “**Engine**” then press “**Enter**”.
13. Module ID for ECM screen will appear. Inspect the ECM software file part number:
 - If ECM software file part number is **647 900 00 00**, the ECM is already updated with the current software file. Disconnect the wiTECH micro POD II and battery charger from the vehicle. Claim the inspection LOP and return the vehicle to the customer. Complete Proof of Correction Form for California Residents.
 - If ECM software file part number is **NOT 647 900 00 00**, press “**Enter**” on the Module ID for ECM screen to continue with the next step of this procedure.
14. Under heading “**Select Function**”, select (2) “**DTC Functions**”.
15. Under heading “**DTC Functions**”, select (1) “**Read Current DTCs**”.
16. Record any Current DTCs before beginning the flash process. The codes if any will be required later in this procedure.
17. Under heading “**DTC Functions**”, select (2) “**Read Stored DTCs**”.
18. Record any Stored DTCs before beginning the flash process. The codes if any will be required later in this procedure.
19. Under heading “**DTC Functions**”, select (3) “**Clear DTCs**”.
20. Select “**Yes**” then follow screen prompts to clear DTCs.

Service Procedure [Continued]

NOTE: leave the DRB III Emulator tool open while performing the next steps to launch TechTOOLS.

21. Open the “**TechTOOLS Application**” using the icon on the Windows desktop.
22. Enter your **User ID, Password, and Dealer Code** then press “**OK**”.
23. In the TechTOOLS window, enter the vehicle “**VIN**” or select the vehicle “**Year, Model, and Engine**”. Place a check mark in the box next to “**DRB III Emulator**” then click the “**Show Updates**” button.
24. Highlight the new part number for the 2004-2006 VA 2.7L PCM calibration software file.

NOTE: The injector classification routine must be performed ONLY if requested at the finalization of the ECM software update process, after Step 32.

25. Click “**Download/Update**” at the bottom of the TechTOOLS window. A pop-up window “**Flash Download/Update Progress**” will appear.

NOTE: Once the software file download has completed, do NOT close the pop-up window. The “Flash Download/Update Progress” pop-up window must remain open during the flash process.

26. Within the DRB III Emulator tool, exit the Sprinter diagnostic application and select “**OK**”.
27. Page back to the “**Main Menu**” screen then select (7) “**Vehicle Flash**”.

Service Procedure [Continued]

28. From the “**Vehicle Flash Menu**” screen, select (1) “**Flash Powertrain**”.
29. Select “**Start**” on the Flash Application pop-up window and then follow the screen instructions to complete the flash.
30. Once the flash has completed, a pop-up window will appear indicating that the Reset Air System Adaptation routine must be run. Click “**OK**” to continue.
31. Page back to “**DRB III Standalone**” the select (1) “**1998-2010 Diagnostics**”.
32. Under heading “**1998-2010 Diagnostics**”, select (6) “**2002-2006 Sprinter**”.
33. Under heading “**Main Menu**”, select (1) “**System Select**”.
34. Under heading “**System Select**”, select “**Engine**” then press “**Enter**”.
35. Module ID for ECM screen will appear. Confirm that the ECM software file part number is now **647 900 00 00**. Press “**Enter**” on the Module ID for ECM screen to continue with the next step of this procedure.
36. Under heading “**Select Function**”, select (9) “**Miscellaneous Functions**”.
37. Under heading “**Miscellaneous Functions**”, select (7) “**Reset Air System Adaption**”.
38. Within the resetting air system values window, click “**enter**” to complete the air system adaptation routine.
39. Verify that the ECM software file is now updated.
40. Under heading “**Select Function**”, select (2) “**DTC Functions**”.
41. Under heading “**DTC Functions**”, select (3) “**Clear DTCs**”.
42. Select “**Yes**” then follow screen prompts to clear DTCs.
43. Proceed to **Section C. Visual Inspection of air intake path and EGR system.**

Service Procedure [Continued]**C. Visual Inspection of air intake path and EGR system**

NOTE: Vehicles involved in T21 emission recall campaign are not expected to require any repairs to the air intake path and/or EGR systems. In the unlikely event that any parts or repairs are required, do not proceed with the repair until you have obtained a related recall labor operation (LOP), otherwise your claim for additional components/repairs may be rejected.

1. Visually inspect the air intake path for missing, disconnected, and/or damaged components. The air intake path consists of the air filter housing, MAF, turbo charger, intercooler, and connecting hoses/components.
2. Visually inspect the EGR system for missing, disconnected, and/or damaged components.
3. If any air intake path and/or EGR components are discovered to be missing, disconnected, and/or damaged, those issues must be corrected. Obtain prior approval in the form of a related recall LOP before making repairs, otherwise your claim for additional components/repairs may be rejected.
4. Proceed to Section **D. Perform Vehicle Repair Verification Test Drive.**

Service Procedure [Continued]**D. Perform Vehicle Repair Verification Test Drive**

1. Remove the battery charger from the vehicle.

NOTE: Vehicle must be driven long enough to allow system monitors to set active DTCs for air intake and EGR systems faults if any faults exist.

2. Test drive the vehicle for a duration of at least 20 minutes.
 - Test drive must include 6 accelerations phases with full load over a time period of 12 seconds.
 - Test drive must include 6 deceleration phases (coasting) over a time period of 10 seconds.
3. 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.

4. Using the DRB III Emulator, select (2) “**DTC Functions**”.
5. Under the heading “**DTC Functions**”, select (1) “**Read Current DTCs**” and record any DTCs, then select (2) “**Read Stored DTCs**” and record any DTCs.
 - No DTCs are present. Continue with the next step of this procedure.
 - Yes DTCs are present. Proceed to **Section E. Repair of DTCs related to Campaign T21.**

Service Procedure [Continued]

6. Turn the ignition to the “**OFF**” position.
7. Disconnect the wiTECH micro POD II from the vehicle.
8. Remove the battery charger from the vehicle.
9. Return the vehicle to the customer.
10. Complete Proof of Correction Form for California Residents.

Service Procedure [Continued]**E. Repair of DTCs related to Campaign T21.**

1. Compare the list of current DTCs with the list of preexisting DTCs recorded before the flash process. Are the current DTCs the same as the preexisting DTCs recorded before the flash process?
 - Yes, all current DTCs are the same as preexisting DTCs. Campaign T21 is complete. Do not perform any additional repairs. Proceed to **Step 4**.
 - No, one or more DTCs are **new** active DTCs which were not present prior to the flash process. Continue with **Step 2**.

2. Compare only the **new** active DTCs with the list of DTCs related to campaign T21. Any preexisting DTCs are not related to completion of campaign T21 and are not to be considered.

List of DTCs related to Campaign T21

- | | | | | |
|---------|---------|---------|---------|---------|
| • P0105 | • P1610 | • P2030 | • P2091 | • P2143 |
| • P0110 | • P1611 | • P2032 | • P2100 | • P2144 |
| • P0115 | • P1612 | • P2034 | • P2104 | • P2145 |
| • P0180 | • P1615 | • P2036 | • P2113 | • P2149 |
| • P0190 | • P1617 | • P2038 | • P2114 | • P2152 |
| • P0201 | • P1630 | • P2040 | • P2115 | • P2153 |
| • P0202 | • P2008 | • P2041 | • P2116 | • P2195 |
| • P0203 | • P2009 | • P2042 | • P2117 | • P2197 |
| • P0204 | • P2011 | • P2043 | • P2123 | • P2198 |
| • P0205 | • P2013 | • P2045 | • P2124 | • P2199 |
| • P0300 | • P2014 | • P2047 | • P2132 | • P2203 |
| • P0500 | • P2016 | • P2051 | • P2133 | • P2204 |
| • P0600 | • P2017 | • P2057 | • P2134 | • P2208 |
| • P1105 | • P2018 | • P2061 | • P2135 | • P2209 |
| • P1222 | • P2020 | • P2062 | • P2136 | • P2210 |
| • P1234 | • P2021 | • P2066 | • P2137 | • P2211 |
| • P1353 | • P2023 | • P2067 | • P2139 | • P2214 |
| • P1480 | • P2025 | • P2068 | • P2140 | • P2217 |
| • P1482 | • P2026 | • P2088 | • P2141 | • P2218 |
| • P1520 | • P2028 | • P2090 | • P2142 | • P2219 |

- | | | | | |
|---------|---------|---------|---------|---------|
| • P2220 | • P2243 | • P2338 | • P2501 | • P2663 |
| • P2221 | • P2244 | • P2339 | • P2502 | • P2670 |
| • P2222 | • P2306 | • P2342 | • P2511 | • P2671 |
| • P2223 | • P2319 | • P2343 | • P2514 | • P2672 |
| • P2224 | • P2321 | • P2347 | • P2521 | • P2673 |
| • P2225 | • P2322 | • P2350 | • P2526 | • P2679 |
| • P2226 | • P2323 | • P2353 | • P2527 | • P2817 |
| • P2227 | • P2324 | • P2355 | • P2574 | • P2822 |
| • P2228 | • P2325 | • P2356 | • P2575 | • P2823 |
| • P2229 | • P2329 | • P2358 | • P2576 | |
| • P2230 | • P2332 | • P2359 | • P2577 | |
| • P2232 | • P2333 | • P2500 | • P2578 | |

3. Are any of the **new** active DTCs shown in the list of DTCs related to campaign T21?
 - Yes, If any new active DTCs are listed as DTCs related to campaign T21 those DTCs must be corrected. Obtain prior approval in the form of a related recall LOP before making repairs, otherwise your claim for additional components/repairs may be rejected. Once DTC related repairs are completed and DTCs have been cleared, continue with **step 4**.
 - No, the new active DTCs are not listed as DTCs related to campaign T21. No further action is required. Continue with **step 4**.
4. Turn the ignition to the “**OFF**” position.
5. Disconnect the wiTECH micro POD II from the vehicle.
6. Remove the battery charger from the vehicle.
7. Return the vehicle to the customer. If preexisting DTCs are still present, explain to the customer that repair of preexisting DTCs is not covered under this campaign.
8. Complete Proof of Correction Form for California Residents.

Service Procedure [Continued]

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.

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 recall service completions and provide dealer payments.

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

	Labor Operation Number	Time Allowance
Inspect ECM Software Level Only	18-T2-11-81	0.2 hours
Inspect/Reprogram ECM, Inspect Air Intake Path/EGR Systems and Road Test Vehicle.	18-T2-11-82	1.4 hours

Related

<u>2004 Model Year Only</u> , Inspect Instrument Cluster Part Number and Retrofit Adapter with Transponder Control Unit onto Immobilizer	18-T2-11-50	0.4 hours
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Add the cost of the recall parts package plus applicable dealer allowance to your claim.

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.

Customer Services / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

T21

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 T21.

IMPORTANT EMISSIONS RECALL

Reprogram Engine Control Unit

Dear [Name],

FCA US LLC, has determined that certain [2004 - 2006 Model Year Dodge Sprinter] vehicles may not comply with Federal and California emission regulations/standards.

WHY DOES MY VEHICLE NEED REPAIRS?

In the event of a Mass Air Flow (MAF) adaptation error, the Malfunction Indicator Lamp (MIL) on your vehicle ^[1] might not illuminate and the corresponding fault code will not be stored in the Engine Control Unit (ECU) as required by law. To remedy this issue, the ECU software must be updated.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will reprogram the ECU with new software. As part of this recall, your dealer will inspect and may perform repairs to the air intake system and Exhaust Gas Recirculation (EGR) system if new Diagnostic Trouble Codes (DTCs) are activated which are directly related to the new ECU software. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. The estimated repair time is two hours. Your time is important to us; please be aware that these steps may require more time. 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**

CALIFORNIA RESIDENTS

The State of California requires the completion of emission recall repairs 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.

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 safety. 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.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

T21

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 T21.

IMPORTANT EMISSIONS RECALL

Reprogram Engine Control Unit

Dear [Name],

FCA US LLC, has determined that certain [2004 Model Year Dodge Sprinter] vehicles may not comply with Federal and California emission regulations/standards.

WHY DOES MY VEHICLE NEED REPAIRS?

In the event of a Mass Air Flow (MAF) adaptation error, the Malfunction Indicator Lamp (MIL) on your vehicle^[1] might not illuminate and the corresponding fault code will not be stored in the Engine Control Unit (ECU) as required by law. To remedy this issue, the ECU software must be updated.

Due to a part shortage concern, your vehicle was temporarily suspended from this Emissions Recall. This is your notification that parts have now become available for this Emissions Recall, T21. Please contact your dealer to schedule an appointment.

HOW DO I RESOLVE THIS IMPORTANT EMISSIONS ISSUE?

FCA will repair your vehicle^[2] free of charge (parts and labor). To do this, your dealer will reprogram the ECU with new software. Your dealer will also inspect your instrument cluster part number and if applicable, install an adaptor wire harness. As part of this recall, your dealer will inspect and may perform repairs to the air intake system and Exhaust Gas Recirculation (EGR) system if new Diagnostic Trouble Codes (DTCs) are activated which are directly related to the new ECU software. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. The estimated repair time is two hours. Your time is important to us; please be aware that these steps may require more time. 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

CALIFORNIA RESIDENTS

The State of California requires the completion of emission recall repairs 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.

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 safety. 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

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