



SAFETY RECALL Z20 - ELECTRONIC STABILITY CONTROL

MY22 Repair Information

Safety Recall Z20 (Electronic Stability Control) has been issued for a population of 2019-2022 Ram 2500 Pickup and Ram 3500 10K LB CAB Chassis as well as a population of 2021-2022 Dodge Durangos. Please see dealer instructions for additional information.

In the instance that the software update to remedy a 2022 model year vehicle affected by Z20 fails, the update can not be reperformed. Dealers should take special precautions to ensure nothing interrupts the reprogramming by ensuring that wiTECH has a strong Internet connection and that there is a battery charger properly installed at the time of repair per dealer instructions.

There is nothing unique about this flash that will cause it to fail; any failure will be due to an outside influence interrupting the procedure.

For any model year other than 2022, if the software update fails, the update can be performed again using WiTECH.

If for any reason the flash fails on a 2022 model year vehicle, please create a STAR case with the following information.

- Part number needed
- Notes indicating whether the vehicle is customer owned or unsold
- Screenshot verification of failed flash (if available)

Due to temporary parts constraints, unsold vehicles with a failed update will be escalated to a technical advisor for further action. Vehicles owned by customers will be provided with a new module.

It is highly recommended that any affected unsold 2022 vehicle have the remedy completed immediately to ensure anyone wishing to purchase the vehicle is not inconvenienced due to a failed update prior to delivery.

Alternative transportation is highly encouraged for any customer inconvenience as a result of this safety recall.

