



January 2022

Dealer Service Instructions for:

Customer Satisfaction Notification YA7 Reprogram Powertrain Control Module

Remedy Available

2021 (LA) Dodge Challenger

2021 (LD) Dodge Charger

NOTE: This campaign applies only to the above vehicles equipped with a 6.2L or a 6.4L engine.

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

IMPORTANT: Some of the involved vehicles may be in dealer vehicle inventory. Dealers should complete this campaign service on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in used vehicle inventory and those vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Powertrain Control Module (PCM) software on about 240 of the above vehicles may now be updated to return Valet Mode back to its original functionality which will improve drivability. The Valet Mode on these vehicles was previously altered to discourage vehicle theft. To provide a more secure solution regarding potential vehicle theft, there is now a Radio Frequency Hub (RF-Hub) module software update, which may be installed after the PCM has been updated.

Subject [Continued]

The RF-Hub module software update will help mitigate vehicle theft by preventing experienced thieves from programming their own key using aftermarket diagnostic tools. In addition, the software update will also prevent the dealer from programming new key fobs for the vehicle in the future and the RF-Hub module will be permanently locked preventing it from receiving future software updates.

Repair

Reprogram the PCM software to return Valet Mode back to its original functionality.

Refer to TSB 08-181-21 for RF-HUB module reprogramming instructions. Provide the customer with the option to purchase and program additional key fobs for their vehicle at their expense prior to locking the RF-Hub module with the RF-HUB software update. If new key fobs are to be programmed after receiving the RF-HUB software update, the RF-Hub module will need to be replaced.

Parts Information

No parts are required to perform this service procedure.

Parts Return

No parts return required for this campaign.

Service Procedure

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

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 “**Sign In**” at the bottom of the screen. Click “**Accept**”.
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**” module icon.
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 15**.
 - If the “**Current ECU part Number**” is NOT the same as the “**New Part Number**”, continue with **Step 10**.

Service Procedure [Continued]

10. From the PCM tab, select the PCM flash part number. 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. Confirm the software is at the latest available calibration level.
14. Cycle the ignition to the “**OFF**” position then back to the “**RUN**” position before clearing any DTCs that may have been set in any module during the flash process.
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 micro pod II device from the vehicle.
17. Remove the battery charger from the vehicle and close the engine compartment hood.
18. **Manual transmission vehicles ONLY:** It is necessary to perform a “**Top Gear Learn**” for the shift light to function properly. For “**Top Gear Learn**” please operate the vehicle under the following conditions for 1 minute:
 - Transmission in 6th gear.
 - Vehicle speed greater than 80 kph (50 mph).
 - Engine speed greater than 1200 rpm.
 - Accelerator pedal position greater than 5% (maintaining the above vehicle/engine speed is usually sufficient).
19. Return the vehicle to the customer or dealer inventory.

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 the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect PCM software level	18-YA-71-81	0.2 hours
Inspect and Reprogram PCM software.	18-YA-71-82	0.2 hours

Related Operations

Manual Transmission Vehicles ONLY (Perform “ Top Gear Learn ” procedure)	18-YA-71-50	0.2 hours
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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 campaign 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 XXXXXXXXXXXXXXXXXXXX

YA7

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 YA7.

CUSTOMER SATISFACTION NOTIFICATION

Powertrain Control Module Software Update

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 [2021 Model Year (LA) Dodge Challenger and (LD) Dodge Charger] vehicles equipped with a 6.2L or a 6.4L engine.

WHY DOES MY VEHICLE NEED REPAIRS?

Your vehicle may now have the Powertrain Control Module (PCM) software updated to return Valet Mode back to its original functionality which will improve drivability. The Valet Mode on your vehicle was previously altered to discourage vehicle theft. To provide a more secure solution regarding potential vehicle theft, there is now a Radio Frequency Hub (RF-Hub) module software update, which may be installed after the PCM has been updated.

The RF-Hub module software update will help mitigate vehicle theft by preventing experienced thieves from programming their own key using aftermarket diagnostic tools. In addition, the software update will also prevent the dealer from programing new key fobs for the vehicle in the future and the RF-Hub module will be permanently locked preventing it from receiving future software updates.

You will be provided the option to purchase and program additional key fobs for your vehicle at your expense prior to locking the RF-Hub module with this software update. If new key fobs are to be programmed after receiving this software update, the RF-Hub module will need to be replaced.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA US will update your vehicle's PCM and RF-Hub module free of charge (software and labor). To do this, your dealer will reprogram the PCM software to return Valet Mode back to its original functionality. In addition, your dealer can reprogram the RF-HUB software to prevent key fobs from being programmed for the vehicle. The estimated repair time is 30 minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may 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**

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 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.