



RAM

Remedy available for

2013-2018 (DJ) RAM 2500 Pickup

2013-2018 (D2) RAM 3500 Pickup

Template Version 1.0

Revision	Edition	Detail
2	January 2024	Added statement

Vehicles subject to this recall must be updated with the upgraded calibration before the Dealer may sell, resell, lease, export, or import such vehicles. Selling, reselling, leasing, exporting, importing, or otherwise introducing such vehicles into commerce without the upgraded calibration is prohibited.

SYMPTOM DESCRIPTION

The engine control software of the above vehicles must be updated with an upgraded calibration as required by the US Environmental Protection Agency and California Air Resources Board for better emission performance.

SCOPE

This recall applies only to the above vehicles equipped with a 6.7L Cummins Turbo Diesel engine (sales code ETK) with G65 manual transmission (DEG), 68RFE automatic transmission (DG7), or Aisin automatic transmission (DF2).

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 campaign 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.

REPAIR TO BE PERFORMED

Flash the vehicles with the latest software using the procedure below.

COMPLETION REPORTING / 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 the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Module, Engine Control (ECM) - Inspect Software Level	18-67-A1-81	0.2
Module, Engine Control (ECM) - Inspect and Reprogram, (M/T & Aisin)	18-67-A1-82	0.4
Module, Engine Control (ECM) - Inspect and Reprogram, Quicklearn 68RFE Only (A/T)	18-67-A1-83	0.6

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

PARTS INFORMATION

No parts are required to perform this service procedure.

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

Number	Description	Picture
NPN	wiTECH MicroPod II / MDP	
NPN	Laptop Computer	
NPN	wiTECH Software	

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 / 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.

SERVICE PROCEDURE

A. Reprogram PCM

CAUTION: Do not interrupt the software update process in any way once it has begun. It may cause permanent damage to the PCM which will require replacement. It is highly recommended to have a new generic PCM unit available at the workshop before starting the Repair Procedure.

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.

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 MDP 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 19.
 - If the **“Current ECU part Number”** is NOT the same as the **“New Part Number”**, continue with Step 10.
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. Is the vehicle equipped with an 68RFE automatic transmission?
 - If **YES**, proceed to Step 15.
 - If **NO**, proceed to Step 18.
15. Turn the ignition to the **“OFF”** position and wait 10 minutes.
16. Place the ignition in the **“RUN”** position.
17. Perform the transmission **“Quicklearn”** procedure. Follow the detailed service procedure select **“PCM”**.
18. Click **“View DTCs”**, select **“Clear All DTCs”**, click **“Continue”** and then click **“Close”**.
19. Perform the PCM Configuration routine in wiTECH located in the PCM **“Misc. Functions”** menu tab.
20. Turn the ignition to the **“OFF”** position and then remove the wiTECH MDP device from the vehicle.
21. Remove the battery charger from the vehicle and then close the hood.
22. Return the vehicle to the customer.

B. 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:

1. Access the **“DealerCONNECT”** website.
2. Select the **“Service”** tab.
3. Under the **“Publications”** heading, select the **“ePublishing”** link.
4. Sign in using your Dealer Code and Password.
5. Select the **“Proof of Correction form”**.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXX

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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

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IMPORTANT EMISSIONS RECALL

D Truck Engine Calibration

Dear [Name],

FCA US LLC, has determined that certain [2013-2018 (DJ) RAM 2500 Pickup and (D2) RAM 3500 Pickup] trucks equipped with a 6.7L Cummins Turbo Diesel engine requires upgraded emission control software according to Federal and California regulations/standards.

WHY DOES MY VEHICLE NEED REPAIRS?

The engine control software in your vehicle ^[1] must be updated with an upgraded calibration as required by the US Environmental Protection Agency and California Air Resources Board for better emission performance.

HOW DO I RESOLVE THIS IMPORTANT EMISSIONS ISSUE?

FCA will repair your truck free of charge (parts and labor). To do this, your dealer will reprogram the Powertrain Control Module (PCM). The estimated repair time is one hour. 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 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 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.