CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Park Assist Module

Reference: 96C

STELLANTIS

FCA US LLC

RAM 2019 - 2020 (DT) Ram 1500 Pickup

Template Version 1.8

Revision	Edition	Detail
0	September 2025	Initial Version.

SYMPTOM DESCRIPTION

The Park Assist Module (PAM) software on about 1,388 of the above vehicles may not display the correct guidelines distance on the center display from objects that are near the front and rear of the vehicle.

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 new 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.

REPAIR TO BE PERFORMED

Reprogram the Park Assist Module (PAM) with updated software.

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
Reprogram PAM	18-96-C1-82	0.2hrs

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

PARTS INFORMATION

No parts required

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

The following special tools is /are required to perform this repair:

Number	Description
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.

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.

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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.

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.

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

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Service Procedure

NOTE: The wiTECH scan tool must be used to perform this customer satisfaction notification. If the Park Assist Module (PAM) is aborted or interrupted during reprogramming, it must be restarted. The PAM software must be at the latest software calibration level after completing this customer satisfaction notification.

1. Open the hood and install a battery charger. 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 voltmeter 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 "**PAM**" 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 14**.
   - If the "**Current ECU part Number**" is NOT the same as the "**New Part Number**", continue with **Step 10**.
10. From the flash ECU agreement page, agree to terms by checking the box.
11. Select "**Flash ECU**" and then follow the wiTECH screen instructions to complete the flash.
12. Start engine let run for 5 seconds turn off engine and set ignition to "**ON**".
13. From the "**Topology**" screen, select the "**All DTCs**" tab to view the DTCs.
14. Select **"Clear All DTCs**" and then select "**Close**".
15. Place the ignition in the "**OFF**" position and then remove the wiTECH micro pod II device from the vehicle.
16. Remove the battery charger from the vehicle.
17. Close the vehicle hood and return the vehicle to the customer.

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This notice applies to your vehicle,

[Model Year and Model]
VIN XXXXXXXXXXXXXXXXX

96C

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 96C.

CUSTOMER SATISFACTION NOTIFICATION

Park Assist Module

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 [2019 – 2020 Model Year (DT) Ram 1500 Pickup] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The Park Assist Module (PAM) software on your vehicle may not provide the correct guidelines distance on the center display from objects that are near the front and rear of the vehicle.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will update the PAM software level. The estimated repair time is about 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

FIAT CHRYSLER AUTOMOBILES

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.