

# CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

## Vehicle Performance Enhancements



FCA US LLC

Reference: 69C

**DODGE** 2023 (LA) Dodge Challenger SRT Demon 170

Template Version 1.8

Revision	Edition	Detail
0	May 2026	Initial Version.

### SYMPTOM DESCRIPTION

FCA is notifying the above vehicle owners to update powertrain calibration improvements in the Powertrain Control Module (PCM) and Transmission Control Module (TCM).

### SCOPE

This campaign applies only to the above vehicles equipped with a 6.2L HO engine.

### ENHANCEMENTS TO BE PERFORMED

Update the TCM and PCM software level.

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Inspect Software level	18-69-C1-81	0.2hrs
Inspect and Update TCM and PCM software level	18-69-C1-82	0.3hrs

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

### 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

### Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the Vehicle Performance Enhancements by mail. Customers may elect to have a technician perform the update on their vehicle at their home or request to schedule an appointment for this service with their dealers. A generic copy of the owner letter is attached.

Customer Service / Field Operations FCA US LLC

Reference: 69C

### A. Powertrain Control Module Software Update Service Procedure

**NOTE:** The wiTECH scan tool must be used to perform the vehicle performance enhancements. The wiTECH software is required to be at the latest release level before performing this procedure. If the reprogramming for the Powertrain Control Module (PCM) or Transmission Control Module (TCM) is aborted or interrupted, repeat the procedure. The PCM and TCM software must be at the latest software calibration level after completing the vehicle performance enhancements

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 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" your "Password" and your "Dealer Code", then select "Finish" at the bottom of the screen.
6. Starting at 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**.
10. From the PCM tab, select the 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. Once the software is confirmed to be at the latest available calibration level, select "View DTCs".
14. Select the "Clear All DTCs" tab, then click "Clear All DTCs" and then select "Close". It may be necessary to cycle the ignition OFF to RUN to clear the codes.
15. Proceed to section **B. Transmission Control Module Software Update Service Procedure**

Reference: 69C

## **B. Transmission Control Module Software Update Service Procedure**

16. Starting at the “**Vehicle Selection**” screen, select the vehicle to be updated.
17. From the “**Action Items**” screen, select the “**Topology**” tab.
18. From the “**Topology**” tab, select the “**TCM**” module icon.
19. 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 25**.
  - If the “**Current ECU part Number**” is NOT the same as the “**New Part Number**”, continue with **Step 20**.
20. From the TCM tab, select the flash part number. Read the flash special instructions page. Select “**OK**” to continue.
21. From the “**Flash ECU Agreement**” page, agree to terms by “**Checking the Box**”.
22. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.
23. Once the software is confirmed to be at the latest available calibration level, select “**View DTCs**”.
24. Select the “**Clear All DTCs**” tab, then click “**Clear All DTCs**” and then select “**Close**”. It may be necessary to cycle the ignition OFF to RUN to clear the codes.
25. Turn the ignition to the “**OFF**” position and then remove the wiTECH micro pod II device from the vehicle.
26. Remove the battery charger from the vehicle.
27. Return the vehicle to the customer.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

69C

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

**1. RECOMMENDED OPTION**

Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership

2. Call the FCA Customer Assistance Center at **1-800-853-1403**. An agent can help schedule an appointment.

#### DEALERSHIP INSTRUCTIONS

Please reference CSN 69C.

## Vehicle Performance Enhancements

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 updated powertrain calibration improvements be performed on [2023 (LA) Dodge Challenger SRT®] Demon 170 vehicles equipped with a 6.2L HO engine.

#### WHY DOES MY VEHICLE NEED UPDATED POWERTRAIN CALIBRATION?

**Even better dragstrip performance.**

Starting with redesigned, improved dragstrip launch performance and consistency. Calibrations for the torque converter lockup clutch and the 1-2 and 2-3 upshifts have been optimized to prevent both ‘nose dive’ behavior and interaction with the engine speed limiter. These updates also improve shift consistency during wheelies.

Supercharger temperature protection software now ensures that full engine torque can be sustained until the supercharger reaches its maximum permissible operating temperature. Torque derate is now prevented in most dragstrip conditions, even in hot weather. To keep the intake air temperature as cool as possible when taking short breaks (under 20 minute) between runs, keep the engine idling and ensure the Chiller is enabled.

**TransBrake 2.0 improvements.**

Several important refinements have been made to TransBrake 2.0. Launch consistency is improved via better engine speed stability within Torque Reserve. Changes in maximum available torque are now prevented from activating TransBrake shift torque management. When shift torque management is activated, the requested torque reduction is delivered more accurately and consistently, enabling finer control and improved run-to-run repeatability.

**Enhanced on-road refinement.**

Numerous changes have been made to upgrade powertrain refinement for both road and track environments. Improvements include smoother torque delivery, more precise engine coolant temperature control, reduced radiator fan noise, revision to park/neutral engine rev control, and transmission shift logic changes for reduced gear hang and improved shift strategy intelligence. Shift quality has been refined in every drive mode to provide smoother upshifts, kickdowns, garage shifts and rev-matched coasting downshifts.

**Upgraded engine protection strategy**

New software protects the engine and aftertreatment system from damage if misfire is ever detected for any reason. This new functionality intervenes only in scenarios where engine damage is imminent and doesn’t reduce performance in normal conditions. As a reminder, new spark plugs with modified gap specifications are also available for your vehicle to prevent misfire from occurring in temperatures below ~45°F.

#### HOW DO I RESOLVE THIS UPDATED POWERTRAIN CALIBRATION?

FCA US will repair your vehicle free of charge (parts and labor). It only takes a few minutes to update your powertrain software, no modifications or disassembly are required. Please call and schedule a service appointment with your preferred Dodge dealer and bring your vehicle and this letter to them.

We respect your time, regret the inconvenience, and are dedicated to ensuring the performance of your vehicle is as ideal as your overall ownership experience.

Thank you for taking the time to give these important performance updates your attention,

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.