



March 2022

Dealer Service Instructions for:

# **Safety Recall Z20 / NHTSA 22V-140**

## **Electronic Stability Control**

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### **Remedy Available**

**2019 - 2022 (DJ) Ram 2500 Pickup**  
**(DF) Ram 3500 10K LB. CAB Chassis**  
**2021 - 2022 (WD) Dodge Durango**

*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 new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### **Subject**

The Antilock Brake System (ABS) control module software on about 370,437 of the above vehicles may prevent the Electronic Stability Control ("ESC") telltale lamp from properly displaying under certain conditions. Unexpected performance of the ESC system with no warning to the driver can cause a vehicle crash without prior warning.

**Subject [Continued]**

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 571.126 S5.3 ESC Malfunction requires that "The vehicle must be equipped with a telltale that provides a warning to the driver of the occurrence of one or more malfunctions that affect the generation or transmission of control or response signals in the vehicle's electronic stability control system." Suspect vehicles may not display the ESC malfunction indicator lamp under certain conditions leaving the driver unaware of degraded ESC system that is not limiting engine torque during an ESC event.

**Repair**

Reprogram the ABS Control Module with the latest software level.

**CAUTION: Do not interrupt the software update process in any way once it has begun. It may cause permanent damage to the ABS module which will require replacement. It is highly recommended to use special care when reprogramming the ABS module.**

***If the software update for a 2022 model year vehicle is unsuccessful and cannot be reprogrammed, please contact the STAR Center, and provide the following information:***

- ***VIN number***
- ***Whether or not the vehicle is owned by a customer or is unsold***
- ***Screenshots of Witech showing a failed flash (if available).***

**Parts Information**

No parts are required to perform this service procedure.

**Parts Return**

No parts return required for this campaign.



**Service Procedure [Continued]**

**NOTE: The wiTECH scan tool must be used to perform this customer satisfaction notification. If the Antilock Brake System (ABS) Module is aborted or interrupted during reprogramming, it must be restarted. The ABS 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 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 “**ABS**” module icon.

**Service Procedure [Continued]**

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 ABS tab, select the latest ABS 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. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
15. From the “**Action Items**” screen, select the “**Topology**” tab.
16. From the topology screen select “**ABS**” icon.
17. From the “**ABS View**” screen select the “**Flash**” tab. Compare the “**Current Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current Flash Number**” is the same as the “**New Part Number**” continue to **Step 22**. If the part numbers are not the same, continue with **Step 18**.
18. From the ABS tab, select the ABS flash part number. Read the flash special instructions page. Select “**OK**” to continue.

**Service Procedure [Continued]**

19. From the flash ECU agreement page, agree to terms by checking the box.
20. Select “Flash ECU” and then follow the wiTECH screen instructions to complete the flash.
21. Confirm the software is at the latest available calibration level.
22. Cycle the ignition key to the ”Off” position, then to the “On” position.
23. Click “View DTCs”, select “Clear All DTCs”, click “Continue” and then click “Close”.
24. Place the ignition in the “OFF” position and then remove the wiTECH micro pod II device from the vehicle.
25. Remove the battery charger from the vehicle.
26. Close the vehicle hood.
27. Return the vehicle to the customer.

**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 recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect ABS Module Software Level	18-Z2-01-81	0.2 hours
Inspect and update ABS Software Level	18-Z2-01-82	0.2 hours

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

This notice applies to your vehicle.

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

Z20/NHTSA 22V-140

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

##### 1. **RECOMMENDED OPTION**

Call your authorized Chrysler / Dodge / Jeep® / RAM BusinessLink 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](https://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 Safety Recall Z20.

# IMPORTANT SAFETY RECALL

## Electronic Stability Control

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US has decided that certain [2019 through 2022 Model Year (DJ) Ram 2500 Pickup, (DF) Ram 3500 10K LB. CAB Chassis, 2021 and 2022 (WD) Dodge Durango] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 571.126 S5.3 ESC Malfunction requires that "The vehicle must be equipped with a telltale that provides a warning to the driver of the occurrence of one or more malfunctions that affect the generation or transmission of control or response signals in the vehicle's electronic stability control system." Suspect vehicles may not display the ESC malfunction indicator lamp under certain conditions leaving the driver unaware of a degraded ESC system that is not limiting engine torque during an ESC event.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

#### WHY DOES MY VEHICLE NEED REPAIRS?

Your vehicle <sup>[1]</sup> may have been built with an Antilock Brake System (ABS) control module that may have software which prevents the Electronic Stability Control (ESC) telltale lamp from properly displaying under certain conditions. Unexpected performance of the ESC system with no warning to the driver can cause a vehicle crash without prior warning.

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will update the ABS control module software. The estimated repair time is about 1 hour. 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](https://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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 safety. 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] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [safercar.gov](http://safercar.gov).

[3] 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.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.