



**RAM** Remedy available for  
**2021 (DT) Ram 1500 Pickup**

Template Version 1.8

| Revision | Edition    | Detail           |
|----------|------------|------------------|
| 0        | April 2023 | Initial Version. |

**NOTE: Effective immediately all repairs on involved vehicles are to be performed according to this recall. Technical Service Bulletin (TSB) 18-091-22 REV. A is no longer applicable for the vehicles involved in this recall. Those vehicles that have already had this repair performed, as determined by our warranty records, have been excluded from this recall.**

### SYMPTOM DESCRIPTION

About 131,700 of the above vehicles may experience an engine shut down caused by an over rich fuel condition under certain operating conditions. An engine shut down may result in an unexpected loss of motive power while driving, which can cause a vehicle crash without prior warning.

### SCOPE

This recall applies only to the above vehicles equipped with a 5.7L eTorque engine (sales code EZL).

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.**

### REPAIR TO BE PERFORMED

Update the Powertrain Control Module (PCM) calibration 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. |
|------------------------------------|-------------|------|
| Inspect PCM software is up to date | 18-37-A1-81 | 0.2  |
| Inspect/Reprogram PCM software     | 18-37-A1-82 | 0.3  |

**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              |
|--------|--------------------------|
| 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

**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. 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 recall.**

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 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**” 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 “**All Flashes**” tab.
  - Select “**PCM**” by clicking the arrow on the right side of the screen. Read the special flash instructions, then select “**OK**”. Continue with **Step 8**.
  - If “**PCM**” is not displayed as one of the available flashes, the PCM software is already at the current software level and does not require updating. Proceed to **Step 12**.
8. From the “**Flash ECU Agreement**” page, agree to terms by “**Checking the Box**”.
9. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.
10. Once the software is confirmed to be at the latest available calibration level, select “**View DTCs**”.
11. 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.
12. Turn the ignition to the “**OFF**” position and then remove the wiTECH micro pod II device from the vehicle.
13. Remove the battery charger from the vehicle.
14. Return the vehicle to the customer.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

37A/NHTSA 23V-265

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 Safety Recall 37A.

# IMPORTANT SAFETY RECALL

## Powertrain Control Module Software

Dear [Name],

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

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain [2021 Model Year (DT) Ram 1500 Pickup] vehicles equipped with the 5.7L eTorque engine.

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 experience an engine shut down caused by an over rich fuel condition under certain operating conditions. **An engine shut down may result in an unexpected loss of motive power while driving, which 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 Powertrain Control Module (PCM) calibration software. 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](http://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.