



Revised October 2020

Dealer Service Instructions for:

Safety Recall W62 / NHTSA 20V-512 Rear Visibility Default View

NOTE: 2019 Model Year vehicles have been added to remedy availability.

NOTE: These instructions are for 2019 and 2020 Model Year vehicles only. Remedy instructions for 2018 Model Year vehicles will be available at a future date.

Remedy Available

2019-2020 (LD) Dodge Charger Pursuit (Police)

NOTE: This recall applies only to the above pursuit vehicles equipped with "Stealth Mode".

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

Body Control Module (BCM) software on about 26,360 of the above vehicles may not meet Federal Motor Vehicle Safety Standard (FMVSS) No. 111 which requires that the rear visibility system default to the rearview image being visible, at the beginning of each backing event, regardless of any modifications to the field of view that the driver had previously selected. Suspect vehicles are equipped with a "stealth mode" that disables the rearview image when selected and the system does not default to displaying the rearview image at the beginning of the next backing event after being engaged. The vehicle operator will notice that the rearview image is not displayed if attempting to reference the image while backing. If this warning is not heeded, backing without verifying it is safe to do so, could lead to an increased risk of injury to people outside the vehicle.

Repair

Inspect the BCM software level and if necessary, update the BCM software to disable stealth mode when the vehicle is shifted into REVERSE.

Parts Information

BCM software update, no parts are required to perform this service procedure.

Parts Return

No parts return required for this campaign.

Service Procedure

NOTE: The wiTECH scan tool must be used to perform this recall. If the reprogramming flash for the BCM is aborted or interrupted, repeat the procedure. The BCM software must be at the latest software calibration level after completing this Recall.

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 MicroPod 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.

Service Procedure [Continued]

8. From the “**Topology**” tab, select the “**BCM**” 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 BCM tab, select the BCM 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.

NOTE: During the flash process a message will appear to place the ignition in the “OFF” position then later back to “RUN” again.
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 “**Activities**” heading in the left column, select “**Guided Diagnostics**”.
16. Within “**Guided Diagnostics**”, select “**Restore Vehicle Configuration**” then follow the screen prompts.

Service Procedure [Continued]

17. Power down the vehicle by placing the ignition in the “**OFF**” position, disconnect the wiTECH MicroPod II device from the vehicle, and close the door. Allow the bus to go to sleep.

18. Connect the wiTECH MicroPod II device to the vehicle data link connector.

19. Place the ignition in the “**RUN**” position.

20. Within the wiTECH 2.0 website “**Vehicle Selection**” screen, select the appropriate vehicle.

21. Select the “**ALL DTCs**” tab, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.

22. Place the ignition in the “**OFF**” position and then remove the wiTECH MicroPod II device from the vehicle.

23. Remove the battery charger from the vehicle.

24. Close the engine compartment hood and return the vehicle to the customer or inventory.

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 one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect/Confirm BCM Software at Latest Released Level	18-W6-21-81	0.2 hours
Inspect and Reprogram BCM with Latest Released Software Level	18-W6-21-82	0.3 hours
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

Floor Plan Reimbursement represents the vehicle’s average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on 09/03/2020.

- For 2020 Model Year vehicles, the remedy was made available on 10/08/2020, therefore, the number of days cannot exceed 35 days.
- For 2019 Model Year vehicles, the remedy was made available on 10/30/2020, therefore, the number of days cannot exceed 57 days.

Vehicle	Average Daily Allowance
2019-2020 (LD) Dodge Charger Pursuit	█

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.

Customer Services / Field Operations
FCA US LLC