



February 2022

Dealer Service Instructions for:

# **Safety Recall Y80 / NHTSA 21V-918 Trailer Reverse Steering Control Module**

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## **Remedy Available**

**2021 (DT) Ram 1500 Pickup**

*NOTE: This recall applies only to the above vehicles equipped with Trailer Reverse Steering Control (Sales Code XA1)*

*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 Trailer Reverse Steering Control Module (TRSCM) software on about 38,150 of the above vehicles may prevent the rearview image from displaying under certain conditions. An Electronic Throttle Control warning indicator may also be illuminated in the instrument panel cluster. 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.

## Subject [Continued]

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 571.111 S6.2.6 which requires that "The rear visibility system default to the rearview image being visible, and meet the requirements of FMVSS 571.111 S6.2.1 (field of view) and S6.2.2 (image size) at the beginning of each backing event, regardless of any modifications to the field of view that the driver had previously selected."

## Repair

Reset the Trailer Reverse Steering Control Module (TRSCM) then reprogram the TRSCM with the latest available software.

**CAUTION: This is a multi-stage single flash. If power is disrupted between the end of the first stage and start of the second, the TRSCM may not be recoverable and will require replacement.**

## Parts Information

No parts are required to perform this service procedure.

## Parts Return

No parts return required for this campaign.



## Service Procedure

**NOTE: The TRSCM must be reset before performing this software update. Perform the following steps to reset the TRSCM first before proceeding with the software update.**

1. Remove the two screws (1) along the bottom edge of the lower steering column opening cover then lower the cover (2) to gain access to the interior Power Distribution Center (PDC) (Figure 1).

**CAUTION: Do not stress any wires while lowering the panel.**

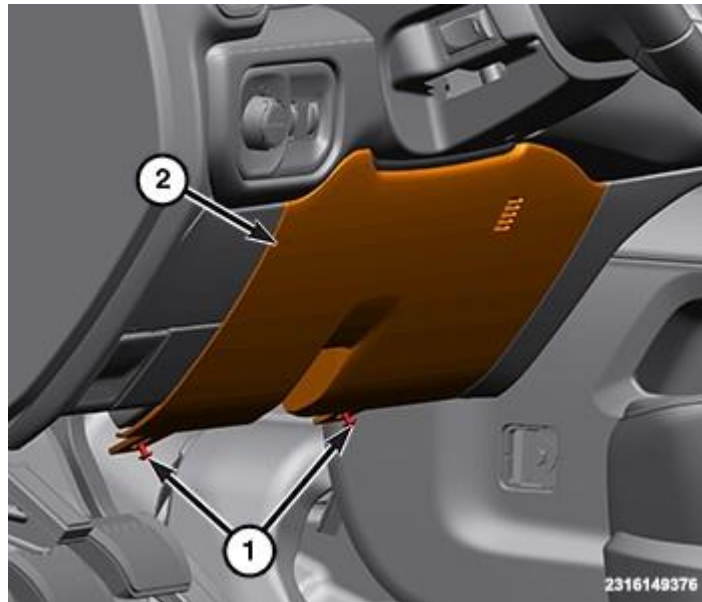


Figure 1 – Steering Column Opening Cover

2. To reset the TRSCM, remove and reinstall the TRSCM fuse 53 in the interior PDC, then cycle the ignition (Figure 2).

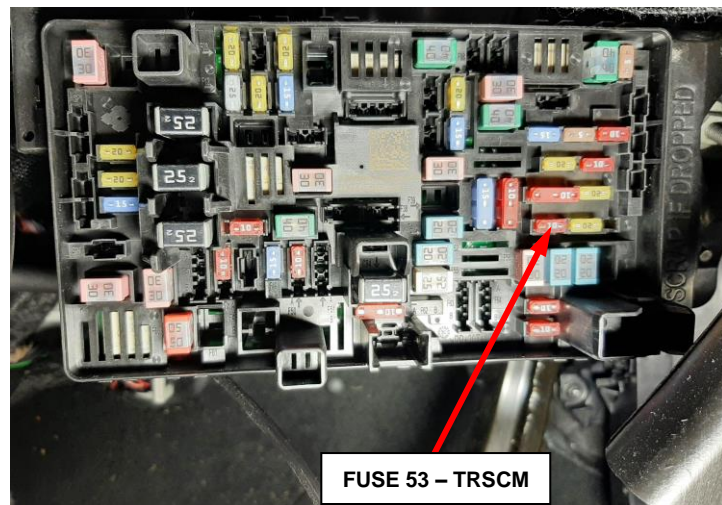


Figure 2 – TRSCM Fuse 53

3. Install the lower steering column cover (2) then install and tighten the two screws (1) (Figure 1).

**Service Procedure [Continued]**

**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 TRSCM is aborted or interrupted, repeat the procedure. The TRSCM software must be at the latest software calibration level after completing this recall.**

**CAUTION: This is a multi-stage single flash. If power is disrupted between the end of the first stage and start of the second, the TRSCM may not be recoverable and will require replacement.**

4. Open the hood. 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.**

5. Connect the wiTECH micro pod II to the vehicle data link connector.
6. Place the ignition in the “**RUN**” position.
7. Open the wiTECH 2.0 website.
8. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
9. From the “**Vehicle Selection**” screen, select the vehicle to be updated.
10. From the “**Action Items**” screen, select the “**Topology**” tab.
11. From the “**Topology**” tab, select the “**TRSCM**” icon.

**Service Procedure [Continued]**

12. 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 18**.
  - If the “**Current ECU part Number**” is NOT the same as the “**New Part Number**”, continue with **Step 13**.
13. From the TRSCM tab, select the TRSCM flash part number. Read the flash special instructions page. Select “**OK**” to continue.

**NOTE: When starting this ECU flash programming session, the progress bar may hang for about 2 minutes in the beginning and at the end of the flash process.**
14. From the flash ECU agreement page, agree to terms by checking the box.
15. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.
16. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
17. Cycle the ignition to the “**OFF**” position then back to the “**RUN**” position before clearing any DTCs that may have been set in any module during the flash process.
18. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
19. Confirm the software is at the latest available calibration level.
20. Place the ignition in the “**OFF**” position and then remove the wiTECH micro pod II device from the vehicle.
21. Remove the battery charger from the vehicle.
22. 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:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect TRSCM at latest software level	18-Y8-01-81	0.2 hours
Inspect/Reprogram TRSCM with latest Software level	18-Y8-01-82	0.5 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 12/02/2021 and the remedy was made available on 02/12/2022, therefore, the number of days cannot exceed 72 days.

Vehicle	Average Daily Allowance
2021 (DT) Ram 1500 Pickup	█

**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



This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

Y80/NHTSA 21V-918

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 Y80.

# IMPORTANT SAFETY RECALL

## Trailer Reverse Steering Control Module

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 [2021 Model Year (DT) Ram 1500 Pickup] vehicles equipped with trailer reverse steering control fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 111 - Rearview mirrors.

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 be equipped with a Trailer Reverse Steering Control Module (TRSCM) that prevents the rearview image from displaying under certain conditions. An Electronic Throttle Control warning indicator may also be illuminated in the instrument panel cluster. 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 a crash or injury to people outside the vehicle.**

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 571.111 S6.2.6 which requires that "The rear visibility system default to the rearview image being visible, and meet the requirements of FMVSS 571.111 S6.2.1 (field of view) and S6.2.2 (image size) at the beginning of each backing event, regardless of any modifications to the field of view that the driver had previously selected."

#### 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 TRSCM 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 after January 28, 2022 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.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

Y80/NHTSA 21V-918

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

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Center at **1-800-853-1403**. An agent can confirm part availability and help schedule an appointment

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QR code below, or download the Mopar Owner's Companion App.

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#### DEALERSHIP INSTRUCTIONS

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# IMPORTANT SAFETY RECALL

## Trailer Reverse Steering Control Module

Dear [Name],

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

**Owners of vehicles previously notified of the Y30 recall (NHTSA 21V-438) will need to bring their vehicle in for recall completion, regardless of having the Y30 repair performed.**

FCA US has decided that certain [2021 Model Year (DT) Ram 1500 Pickup] vehicles equipped with trailer reverse steering control fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 111 - Rearview mirrors.

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

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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.

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