



December 2014

Dealer Service Instructions for:

Safety Recall P62 / NHTSA 14V-633

Reprogram Tire Pressure Monitor Control Module

Models

2014 (VF) RAM ProMaster

NOTE: This recall applies only to the above vehicles with tire pressure monitoring (sales code XGM) built from April 23, 2013 through August 22, 2014 (MDH 042309 through 082209).

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 Tire Pressure Monitor (TPM) control module on about 23,000 of the above vehicles may have a Controller Area Network (CAN) bus cable to the Tire Pressure Monitor (TPM) control module that may act as an antenna. The CAN bus cable may collect more rear Tire Pressure Sensor (TPS) signal energy than expected. By design, the front-to-rear TPS signal strength must vary by at least 4db. Due to the additional signal strength input from the rear TPS, the signal strength difference from the front-to-rear sensors may be less than 4db. The TPM system is not performing in the manner designed to meet Federal Motor Vehicle Safety Standard (FMVSS) 138 - Tire Pressure Monitoring System (TPMS).

Incorrect tire pressure monitoring could cause the vehicle operator to drive the vehicle without knowing of a low tire pressure condition. Driving a vehicle with a low tire pressure condition could cause tire failure and/or a crash without warning.

Repair

The Tire Pressure Monitor (TPM) control module must be reprogrammed with new software.

Parts Information

No parts are required to perform this service procedure.

Special Tools

The following special tools are required to perform this repair:

- NPN wiTECH microPOD II
- NPN Laptop Computer
- NPN wiTECH Software

Service Procedure

NOTE: The wiTECH scan tool must be used to perform this recall. This procedure must be performed with software release level 15.02 or higher. If the reprogramming for the TPM control module is aborted or interrupted, repeat the procedure.

1. 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 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 mircoPod II to the vehicle data link connector located under the steering column.
3. Place the ignition in the “**RUN**” position.
4. Open the wiTECH Diagnostic application.
5. Starting at the “Select Tool” screen, select the row/tool for the microPOD II device you are using.
6. Enter your “**User id**” and “**Password**”, then select “**OK**”.
7. Select the “**Next**” tab at the bottom of the screen.
8. From the “**Vehicle View**” screen, click on the “**TPM**” icon.
9. From the “**TPM View**” screen select the “**Flash**” tab. Compare the “**Current ECU Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current ECU Flash Number**” is the same as the “**New Part Number**” continue to Step 17. If the part numbers are not the same, continue with Step 10.
10. With the cursor over the desired flash file, click the small green arrow button on the right side of the screen.

Service Procedure (Continued)

11. From the “**ECU Flash**” screen follow the wiTECH screen instructions to complete the flash.
12. Once the flash is complete click the “**OK**” button on the “**ECU Flash**” screen.
13. From the “**TPM View**” screen, compare the “**Current ECU Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current ECU Flash Number**” is the same as the “**New Part Number**” the flash is complete. Continue with Step 14. If the part numbers are not the same, repeat Steps 8 through 13.
14. Select “**Vehicle View**” from the “**TPM View**” screen.
15. From the “**All DTC’s**” tab, select the “**Clear Stored DTC’s**” button.
16. Select “**OK**” from the pop-up text box.

NOTE: Any active Diagnostic Trouble Codes (DTC’s) may require an additional key cycle from “ON” to “OFF” to change DTC status from “active” to “stored”.
17. Turn the ignition to the “**OFF**” position, remove the mircoPod II and battery charger from the vehicle and then close the hood.
18. 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 submitted will be used by Chrysler to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
TPM Control Module Update Previously Performed	18-P6-21-81	0.2 hours
Reprogram TPM Control Module	18-P6-21-82	0.2 hours

NOTE: The expected completion time for the flash download portion of this procedure is approximately 3 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

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 Chrysler 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.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

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
Chrysler Group LLC



IMPORTANT SAFETY RECALL

P62 / NHTSA 14V-633

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

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

Dear: (Name)

Chrysler has decided that certain **2014 model year RAM ProMaster vehicles** fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 138 – Tire Pressure Monitoring Systems.

The problem is... **The Controller Area Network (CAN) bus cable to the Tire Pressure Monitor (TPM) control module on your vehicle may act as an antenna resulting in an incorrect tire pressure indication. The TPM system is not performing in the manner designed to meet Federal Motor Vehicle Safety Standard (FMVSS) 138 - Tire Pressure Monitoring System (TPMS). Incorrect tire pressure monitoring could cause the vehicle operator to drive the vehicle without knowing of a low tire pressure condition. Driving a vehicle with a low tire pressure condition could cause tire failure and/or a crash without warning.**

What your dealer will do... **Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will reprogram the Tire Pressure Monitor (TPM) control module. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply **contact your Authorized Business Link dealer** right away to schedule a service appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at
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If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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 call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
Chrysler Group LLC

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