



February 2016

Dealer Service Instructions for:

Safety Recall S04 / NHTSA 16V-076 Reprogram ABS Module

Models

2016 (VF) RAM ProMaster

*NOTE: This recall applies only to the above vehicles equipped with a 3.0L diesel engine (sales code **EXG**), hydraulic brake boost compensation (sales code **BPT**) and electronic stability control (sales code **BNB**) built from October 21, 2015 through December 14, 2015 (MDH 102113 through 121416).*

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 Anti-Lock Brake System (ABS) module on about 55 of the above vehicles may contain software programming that does not reset the Electronic Stability Control (ESC) system to “Active” status during certain operating conditions.

If the driver manually turns the ESC system to the “OFF” mode, the ABS module software may not reset the ESC system back to “Active” status if the next ignition key cycle is performed within 10 seconds of the previous ignition key cycle.

If the driver does not notice that the “ESC Off” indicator lamp remained illuminated after an ignition key cycle, the vehicle may inadvertently be driven without the ESC system being in “Active” status. Driving the vehicle, without being aware that the ESC has been turned off, could cause unexpected vehicle handling characteristic and cause a crash without warning.

The condition above fails to conform to Federal Motor Vehicle Safety Standard (FMVSS) 571.126 - Electronic Stability Control Systems.

Service Procedure

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

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.2 to 13.5 volts. Do not allow the charger to time out during the flash process (Figure 1). 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 micro pod II to the vehicle data link connector.

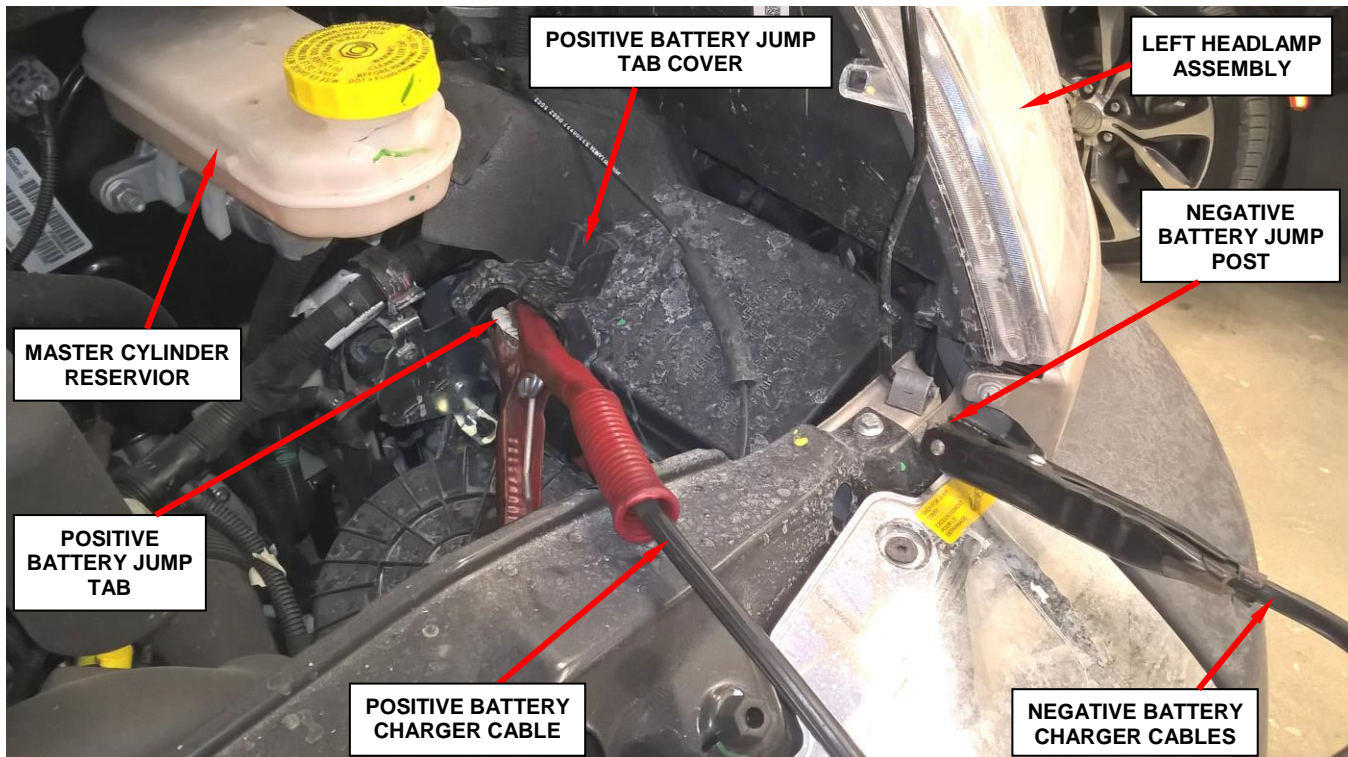


Figure 1 – Battery Charger Connections

Service Procedure (Continued)

3. Place the ignition in the “**RUN**” position.
4. Open a wiTECH Diagnostic session.
5. Starting at the “Select Tool” screen, select the row/tool for the wiPOD device you are using.
6. Enter your “**User id**” and “**Password**”, then select “**Finish**”.
7. Select the “**Next**” tab at the bottom of the screen.
8. From the “**Vehicle View**” screen, click on the “**ABS**” icon.
9. 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 15. 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.
11. From the “**ABS Flash**” screen follow the wiTECH screen instructions to complete the flash.
12. Once the flash is complete click the “**OK**” button on the “**ABS Flash**” screen.
13. Select the “**Clear Stored DTC’s**” button.
14. From the “**ABS View**” screen, 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**” the flash is complete. Continue with Step 15. If the part numbers are not the same, repeat Steps 8 through 13.
15. Turn the ignition to the “**OFF**” position, remove the wiPOD and battery charger from the vehicle and then close the hood.
16. 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 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
ABS module update previously performed	18-S0-41-81	0.2 hours
Reprogram ABS module	18-S0-41-82	0.2 hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

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.

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 FCA 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
FCA US LLC

IMPORTANT SAFETY RECALL

S04 / NHTSA 16V-076

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

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

Dear: (Name)

FCA has decided that certain **2016 RAM ProMaster** vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 571.126 - Electronic Stability Control Systems.

The problem is... The Anti-Lock Brake System (ABS) module on your vehicle may contain software programming that does not reset the Electronic Stability Control (ESC) system to “Active” status during certain operating conditions.

If the driver manually turns the ESC system to the “OFF” mode, the ABS module software may not reset the ESC system back to “Active” status if the next ignition key cycle is performed within 10 seconds of the previous ignition key cycle.

If the driver does not notice that the “ESC Off” indicator lamp remained illuminated after an ignition key cycle, the vehicle may inadvertently be driven without the ESC system being in “Active” status. Driving the vehicle, without being aware that the ESC has been turned off, could cause unexpected vehicle handling characteristic and cause a crash without warning.

What your dealer will do... FCA will repair your vehicle free of charge. To do this, your dealer will reprogram the ABS module. The work will take about one 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 BusinessLINK 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 FCA Group Recall Assistance Center at either recalls.mopar.com or 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. If you have further questions go to recalls.mopar.com.

If you have already experienced this specific condition and have paid to have it repaired, you may mail 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. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you’ve had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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
FCA US LLC

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