



March 2017

Dealer Service Instructions for:

Customer Satisfaction Notification T01 Reprogram Powertrain Control Module

Models

- 2014 - 2015 (WK) Jeep® Grand Cherokee**
2014 - 2015 (W2) Jeep® Grand Cherokee (EGYPT) CKD
2014 - 2015 (W3) Jeep® Grand Cherokee CKD

NOTE: This campaign applies only to the above vehicles equipped with a 3.0L Diesel Engine (Sales Code EXF) built from March 13,2013 through December 16,2015 (MDH 031319 through 121606).

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this campaign service on these vehicles before retail delivery. Dealers should also perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Powertrain Control Module (PCM) on about 25,000 of the above vehicles may have received PCM software containing calibration errors when recall S49 was performed. PCM software containing calibration errors may result in the radiator cooling fan producing excessive fan noise during operation.

Repair

The PCM on involved vehicles must be reprogrammed with new software.

Parts Information

No parts are required to perform this service procedure.

Parts Return

No parts return required for this campaign.

Special Tools

The following special tools are required to perform this repair:

- NPN wiTECH micro pod II
- NPN Laptop Computer
- NPN wiTECH Software

Service Procedure

Reprogram the PCM Module

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 PCM 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. 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.
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**”, and then select “**Finish**”.
7. Select the “**Next**” tab at the bottom of the screen.
8. From the “**Vehicle View**” screen, click on the “**PCM**” icon.

Service Procedure (Continued)

9. From the “**PCM 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 “**PCM Flash**” screen follow the wiTECH screen instructions to complete the flash.
12. Once the flash is complete click the “**OK**” button on the “**PCM Flash**” screen.
13. Select the “**Clear Stored DTCs**” button.
14. From the “**PCM 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. **For vehicles equipped with a diesel engine**, perform the following steps:
 - a. Select the “**Systems Test**” tab.
 - b. Select “**SCR DEF Tank Fluid Level Reset**” from the list.
 - c. Follow the screen prompts to complete the reset procedure.
 - d. Continue with Step 16 of this procedure.
16. Turn the ignition to the “**OFF**” position, remove the wiTECH micro pod II and battery charger from the vehicle and then close the hood.
17. 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 Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Inspect PCM Software Level	18-T0-11-81	0.2 hours
Reprogram the PCM module	18-T0-11-82	0.3 hours

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

NOTE: See the FCA International Warranty Policy and Procedure Manual, Claim Entry Section – Recall Claims for claim processing instructions.

Owner Notification and Service Scheduling

All involved vehicle owners should be notified of the service requirement by their Dealer. Owners are requested to schedule appointments for this service. A sample copy of the owner notification letter is attached.

Vehicle Lists, Global Recall System, VIP and Dealer Follow up

All involved vehicles have been entered into the 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. Completed vehicles are removed from GRS within several days of repair claim submission.

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.

Additional Information

If you have any questions or need assistance in completing this action, please contact your International Service and Parts Manager.

Global Service and Parts - International
Fiat Chrysler Automobiles

CUSTOMER SATISFACTION NOTIFICATION

T01

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

Dear **Jeep® Owner:**

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle. This will be done at no charge to you.

We are recommending the following improvements be performed on certain **2014 through 2016 model year Jeep® Grand Cherokee vehicles.**

The problem is... The Powertrain Control Module (PCM) on your vehicle may have received PCM software containing calibration errors when recall S49 was performed. **PCM software containing calibration errors may result in the radiator cooling fan producing excessive fan noise during operation.**

What your dealer will do... **FCA will service your vehicle free of charge (parts and labor).** To do this, your dealer will reprogram the powertrain control module. The work will take about 1 hour to complete. However, additional time may be necessary depending on service schedules. We recommend that you make an appointment with your dealer to minimize your inconvenience.

What you must do... Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Please bring this letter with you to your dealer.

If you need help... If you have trouble getting your vehicle serviced, please contact the Dealer nearest your location. A representative will assist you in getting your vehicle serviced. This information can be found in the Customer Assistance section of your Owner's Manual.

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

Global Service & Parts - International
FCA LLC
Notification Code T01