

Revision 1 April 2018

Dealer Service Instructions for:

Customer Satisfaction Notification T57 Software and Drivability Enhancement

Note: Made change to the LOP section below to clarify LOP's use.

Models

2017 (GA) Alfa Romeo Giulia

NOTE: This campaign applies only to the above vehicles equipped with a 2.0L engine (sales code EC2) and 8 - Speed Automatic Transmission. Built from September 23, 2016 through July 19, 2017 (MDH 092300 through 071900).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should also consider this requirement to apply to used vehicle inventory and should 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) software on about 10,000 of the above vehicles may set erroneous fault codes and cause the Malfunction Indicator Light (MIL) to illuminate. This condition may cause the vehicle to stall after restart following refueling, while the vehicle is stationary. Additionally, due to a software issue in the Transmission Control Module (TCM), customers may feel a jerking condition when the vehicle starts to move after a stop/start event. In addition, an update to the On-Board Diagnostic system may be necessary. Finally, an inspection of the Exhaust Gas Recirculation (EGR) temperature sensor is required, as some may have been damaged during the manufacturing process.

Repair

- A. Reprogram the **PCM** on all involved vehicles with new software.
- B. Reprogram the **TCM** on vehicles **manufactured on or before May 02, 2017**, with new software.
- C. Inspect the exhaust temperature sensor visually for a crack and replaced if necessary on vehicles **manufactured on or before March 03, 2017**.

NOTE: Vehicle manufactured date must be verified for each service requirement, this information can be found on the label that is adhered to the inside of the driver's door opening near the door striker (Figure 1).



Figure 1 – Door Label

Parts Information

Part Number

68142905AA

Description

Sensor, Exhaust Temperature (**ONLY** If Required)

NOTE: The exhaust temperature sensor must be inspected for a visual crack before replacing the sensor on the vehicles **built on or before March 03, 2017 ONLY**.

Parts Return

No parts return required for this campaign.

Service Procedure (Continued)

7. Select the “**Next**” tab at the bottom of the screen.
8. From the “**Vehicle View**” screen, click on the “**PCM**” icon.
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 16. If the part numbers are not the same, continue with Step 10.
10. With the cursor over the desired flash file, click the small arrow button on the right side of the screen.
11. From the “**PCM Flash**” screen follow the wiTECH 2.0 screen instructions to complete the flash.
12. After the PCM has been updated with the new software, go into the Misc Functions tab and perform the following procedure: “Phonic Wheel Replacement”

NOTE: If the phonic wheel replacement procedure is not done correctly, P1300-Flywheel self-learning will stay active.
13. Select view all DTC’s.
14. From vehicle view screen select “**PCM**” icon.
15. Select the “**Clear Stored DTCs**” button.
16. 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 17. If the part numbers are not the same, repeat Steps 10 through 15.
17. Proceed to the Section **B**.

Service Procedure (Continued)**B. Section B Reprogram the TCM Module**

NOTE: The wiTECH 2.0 scan tool must be used to perform this procedure. This procedure must be performed with the latest software release level. If the reprogramming flash for the TCM 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 2.0 to the vehicle data link connector.
3. Place the ignition in the “**RUN**” position.
4. Open a wiTECH 2.0 Diagnostic session.
5. Enter your “**User id**” and “**Password**”, and then select “**Finish**”.
6. Starting at the “**Vehicle Selection**” screen, select the row/tool for the wiPOD device you are using.
7. Select the “**Next**” tab at the bottom of the screen.
8. From the “**Vehicle View**” screen, click on the “**TCM**” icon.

Service Procedure (Continued)

9. From the “**TCM 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 16. If the part numbers are not the same, continue with Step 10.
10. With the cursor over the desired flash file, click the small arrow button on the right side of the screen.
11. From the “**TCM Flash**” screen follow the wiTECH 2.0 screen instructions to complete the flash.
12. Select view all DTC’s.
13. From vehicle view screen select “**TCM**” icon.
14. Select the “**Clear Stored DTCs**” button.
15. From the “**TCM 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 17. If the part numbers are not the same, repeat Steps 10 through 15.
16. Turn the ignition to the “**OFF**” position; remove the wiTECH micro pod II.
17. Proceed to the Section **C** if the vehicle built date range is within the dates indicated below.

NOTE: The exhaust temperature sensor must be inspected for a visual crack before replacing the sensor on the vehicles **built on or before March 3, 2017 ONLY**.

Service Procedure (Continued)**C. Section C visually inspect the exhaust temperature sensor.**

1. Open the engine hood.
2. Disconnect and isolate the negative battery cable.
3. Disconnect the electrical connector from the exhaust temperature sensor.
4. Using an adequate light source and an inspection mirror, inspect the exhaust temperature sensor plastic body for any visible cracks (Figure 2).

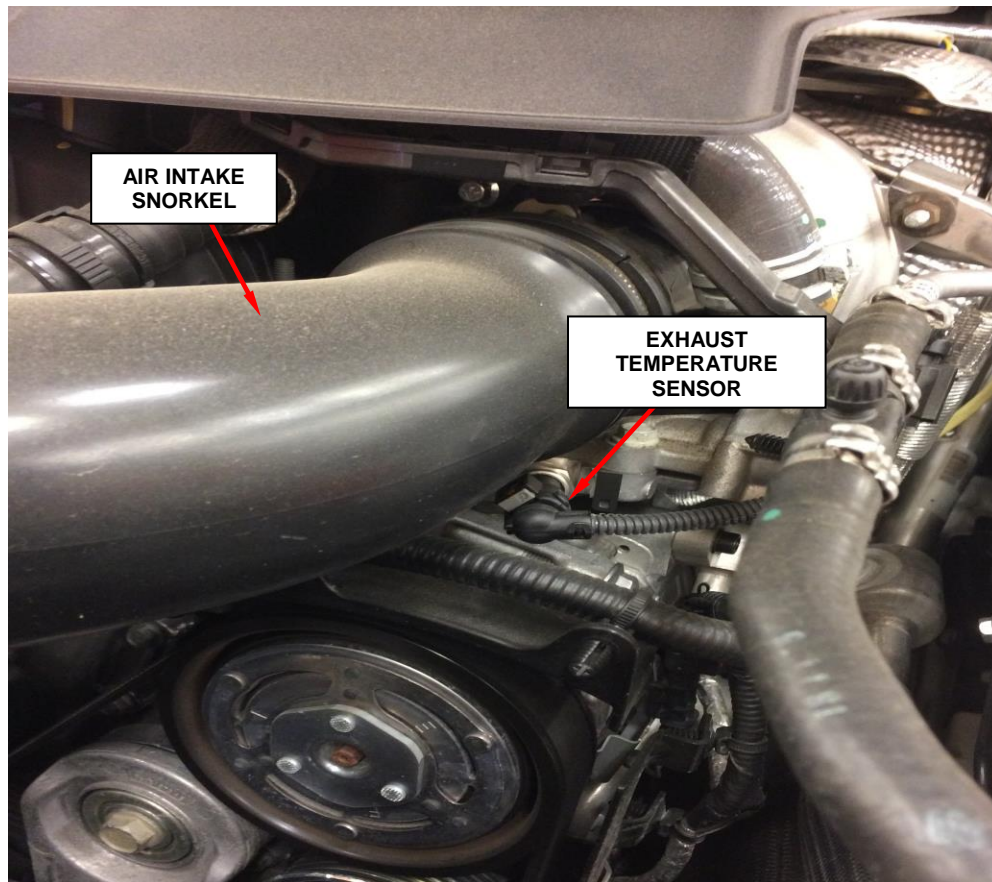


Figure 2 – Exhaust Temperature Sensor

- a. **If cracks are NOT** visible on the exhaust temperature sensor, proceed to Step 6.
- b. **If cracks are** visible on the exhaust temperature sensor, proceed to Step 5.

Service Procedure (Continued)

5. Follow the replacement of the exhaust temperature sensor procedure below:
 - a. Remove the exhaust temperature sensor and discard.
 - b. Install the **NEW** exhaust temperature sensor and tighten to 37 N·m (27Ft. lbs.).
 - c. Reconnect the electrical connector to the temperature sensor.
 - d. Reconnect the batter negative cable.
 - e. Close the engine hood.
6. Reconnect the electrical connector to the exhaust temperature sensor.
7. Close the engine hood.
8. Return the vehicle to the customer.

Complete Proof of Correction Form for California Residents

This campaign is subject to the State of California Registration Renewal/Emissions Recall Enforcement Program. Complete a Vehicle Emission Recall Proof of Correction Form (Form No. 81-016-1053) and **supply it to vehicle owners residing in the state of California** for proof that this campaign has been performed when they renew the vehicle registration.

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 Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

<u>Labor Operation</u>	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Inspect PCM Software Level and Inspect Exhaust Temperature Sensor and Inspect TCM Software Level <i>(No updates or replacements required)</i>	18-T5-71-81	0.2 hours

-OR-

Inspect PCM Software Level, TCM Software Level, and Exhaust Temperature Sensor and:

Inspect and reprogram the PCM module	18-T5-71-82	0.4 hours
Inspect and reprogram the TCM module	18-T5-71-83	0.2 hours
Inspect and replace Exhaust Temperature Sensor	25-T5-71-82	0.2 hours

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete 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 mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this notification. 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 campaign launch, those with a phone number, city, zip code, or VIN sequence.

Dealers should 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.

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 notification 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 Service / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

XXXXXXXXXX

T57

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Alfa Romeo dealership
2. Call Alfa Romeo Premium Care at 1-844-253-2872. 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

You can find your nearest dealer and review your scheduling option from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity.

DEALERSHIP INSTRUCTIONS

Please reference CSN T57.

CUSTOMER SATISFACTION NOTIFICATION

Software and Drivability Enhancement

Dear [Name],

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 ^[1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2017 Model Year Alfa Romeo Giulia] vehicles equipped with a 2.0L engine.

WHY DOES MY VEHICLE NEED REPAIRS?

The Powertrain Control Module (PCM) software on your vehicle may set erroneous fault codes and cause the Check Engine Indicator Light to illuminate. This condition may cause the vehicle to stall after restart following refueling while the vehicle is stationary. Additionally, due to a software issue in the Transmission Control Module (TCM), you may feel a jerking condition when the vehicle starts to move after a stop/start event. In addition, an update to the On-Board Diagnostic system may be necessary. Finally, an inspection of the Exhaust Gas Recirculation (EGR) temperature sensor is required, as some may have been damaged during the manufacturing process.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your Alfa Romeo dealership will reprogram the Powertrain Control Module. In addition, an update to the On-Board Diagnostic system is necessary. Your Alfa Romeo dealership will require your vehicle for proper check-in, preparation, and check-out during your visit. The estimated repair time is about an hour. Your time is important to us; please be aware that these steps may require more time. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

TO SCHEDULE YOUR FREE REPAIR CALL YOUR ALFA ROMEO DEALERSHIP TODAY

CALIFORNIA RESIDENTS

The State of California requires the completion of emission repairs prior to vehicle registration renewal. Your Alfa Romeo dealership will provide you with a Vehicle Emission Proof of Correction Form after the CSN service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the CSN has been performed.

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 to submit your reimbursement request online. ^[3] 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 repair performed.

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

Customer Assistance/Field Operations
Fiat Chrysler Automobiles 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 Alfa Romeo Premium Care at 1-866-932-3881 to update your information.

[2] If your Alfa Romeo dealership fails or is unable to remedy this customer satisfaction notification 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.

[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 customer satisfaction notification to the lessee within 10 days.