



May 15, 2008

Mr. Daniel Smith  
Associate Administrator, Safety Assurance  
National Highway Traffic Safety Administration  
1200 New Jersey Ave. S.W.  
Washington, D.C. 20590

Dear Mr. Smith:

Reference: NHTSA Identification Number 08V-203

Enclosed are representative copies of communications relating to the 2006 model year vehicles involved in the referenced recall. Chrysler expects to notify dealers and owners during the week of May 19, 2008. The exact number of manufactured vehicles in the recall is 24,186.

This completes Chrysler's package of information for this recall as required by the Defects Report Regulation.

Sincerely,

*Stephan J. Speth*  
for Stephan J. Speth, Director  
Vehicle Compliance and Safety Affairs

Enclosure: Dealer and Owner Letter for Recall H19

cc: K.C. DeMeter



May 2008

Dealer Service Instructions for:

## **Safety Recall #19**

# **Reprogram Powertrain Control Module**

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*Effective immediately all repairs on involved vehicles are to be performed according to this recall. Service Bulletin 18-049-07 is no longer applicable for vehicles involved in this recall. Those vehicles that have already had this repair performed, as determined by our warranty records, have been excluded from this recall.*

### **Models**

2006 (XK) Jeep® Commander

*NOTE: This recall applies only to the above vehicles equipped with a 4.7L engine (sales code EVA) built through January 10, 2006 (MDH 011023).*

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

### **Subject**

The Powertrain Control Module (PCM) on about 24,000 of the above vehicles was programmed with software that may allow the engine to stall under certain operating conditions. This could cause a crash without warning.

### **Repair**

The Powertrain Control Module (PCM) must be reprogrammed (flashed).

**Parts Information**

Due to the likelihood that the required labels are already in your parts inventory, no labels will be distributed initially. The following label may be ordered as needed.

Each vehicle requires application of the following labels:

<u>Part Number</u>	<u>Description</u>
04275086AB	Authorized Modifications Label

**Special Tools**

The following special tools are required to perform this repair:

- CH9401\* StarSCAN Tool
- CH9404D\* StarSCAN Vehicle Cable
- CH9409\* StarSCAN Documentation Kit
- CH9410\* StarSCAN Ethernet Cable 12 ft.
- CH9412\* StarSCAN Software Update Device Kit
- CH9801 StarMOBILE Tool
- CH9804 StarMOBILE Vehicle Cable
- NPN TechCONNECT PC
- NPN StarSCAN/StarMOBILE Software Update CD

\* Part of CH9400 kit.

**Service Procedure****A. Reprogram the PCM using StarSCAN**

**NOTE: Either StarSCAN or StarMOBILE can be used to perform this recall. This procedure must be performed with software release level 8.03 or higher. 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 13.0 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.**

2. Connect the CH9410 StarSCAN ethernet cable to the StarSCAN and the dealer's network drop.
3. Connect the CH9404 StarSCAN vehicle cable to the StarSCAN and the vehicle.
4. Place the Ignition in the "RUN" position, then Power "ON" the StarSCAN.
5. Retrieve the old PCM part number. With the StarSCAN on the "Home" screen, follow the procedure below:
  - a. Select "ECU View".
  - b. Touch the screen to highlight "PCM" in the list of modules.
  - c. Select "More Options".
  - d. Select "ECU Flash".
  - e. Record the "Part Number" displayed at the end of the "Resident flash file for" statement near the top of "Flash PCM" screen for later reference.

**Service Procedure (Continued)**

6. Download the flash file from the internet to the StarSCAN. With the StarSCAN on the "**Flash PCM**" screen, follow the procedure below:
  - a. Select "**Browse for New File**". Follow the on screen instructions.
  - b. If the newly downloaded flash file "Part Number" is the same as the number recorded in Step 5e, then the PCM is up to date. Continue to Step 10.
  - c. Highlight the listed calibration on the StarSCAN screen.
  - d. Select "**Download to Scantool**".
  - e. Select "**Close**" after the download is complete, then select "**Back**".
  - f. Highlight the listed calibration.
  - g. Select "**Update Controller**" and follow the on screen instructions.
  - h. When the update is completed, select "**OK**".
  
7. Disconnect the CH9404 StarSCAN vehicle cable from the vehicle. Wait until the StarSCAN screen reads "**Vehicle Disconnected**", then press "**OK**".
  
8. Reconnect the CH9404 StarSCAN vehicle cable to the vehicle.
  
9. Retrieve the PCM part number. With the StarSCAN on the "**Home**" screen, follow the procedure below:
  - a. Select "**ECU View**".
  - b. Touch the screen to highlight "**PCM**" in the list of modules.
  - c. Select "**More Options**".
  - d. Select "**ECU Flash**".
  - e. Verify the "**Part Number**" (displayed at the end of the "Resident flash file for" statement) has been updated to the new part number. If it has updated, then the flash has been completed successfully.

**Service Procedure (Continued)**

10. Clear any Diagnostic Trouble Codes (DTCs) as follows:  
**NOTE: Due to the PCM programming procedure, DTC(s) may be set in other modules (TCM, ABS, BCM, MIC, WCM, etc.) within the vehicle, if so equipped. Some DTC's may cause the MIL to illuminate.**
  - a. From the “**Home**” screen select “**System View**”.
  - b. Select “**All DTCs**”.
  - c. Press “**Clear All Stored DTCs**” if there are any DTCs shown on the list.
11. Turn the ignition key to the “**OFF**” position and remove the StarSCAN unit, StarSCAN cable, and battery charger from the vehicle.
12. Continue with “Section C” to install the Authorized Modifications Label.

**B. Reprogram the PCM Using StarMOBILE**

1. Open the hood and install a battery charger. Verify that the charging rate provides approximately 13.5 volts.
2. Connect the StarMOBILE scan tool to the vehicle data link connector located under the steering column and turn the ignition key to the “**RUN**” position.
3. Power ON the StarMOBILE scan tool.
4. Connect the CH9410 StarMOBILE scan tool ethernet cable to the StarMOBILE and the dealer’s network drop.
5. From the desktop, launch the “StarMOBILE Desktop Client” software.
6. Establish a connection with the StarMOBILE scan tool.
7. Select “**Flash Download**”.
8. Select “**Next**” and then enter your ID and password.
9. Enter the vehicle information (manually or use the automatic function).
10. Highlight the required flash file and select “**Download to Client**”.
11. Select “**BACK**” then select “**ECU View**”.

**Service Procedure (Continued)**

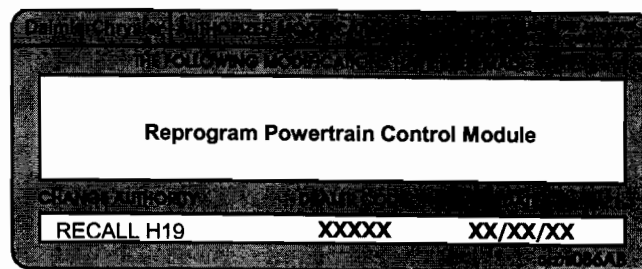
12. Select “**PCM**”.
13. Select “**More Options**”.
14. Select “**ECU Flash**”.
15. Select “**Manage Files**”.
16. Highlight downloaded flash file.
17. Select “**Copy to SM Device**” and then follow the screen prompts.
18. Disconnect the ethernet cable from the StarMOBILE scan tool.
19. Turn off the StarMOBILE scan tool and then restart the scan tool.  
**NOTE: The StarMOBILE scan tool must be shut down and restarted to unlock the flash.**
20. From the “System Status” screen press the “**Exit**” button.
21. From the “Main Menu” select “**Enter Standalone Diagnostic Mode**” and press the select button.
22. Select “**ECU View**” and press the select button.
23. Highlight “**PCM**” and press the select button.
24. Select “**FLASH ECU**” and press the select button.
25. Compare the highlighted software part number with the software part number displayed at the top of the screen.
  - **If the part numbers are the same, the module is up to date and reprogramming is not required.** Continue to Step 28.
  - If the software part numbers are different, press the select button to reprogram the module.
26. Verify the file number on the screen. If correct press the select button and follow the screen prompts.

**Service Procedure (Continued)**

27. When the flash is complete, press the “OK” button.
28. Clear any Diagnostic Trouble Codes (DTCs) as follows:  
**NOTE: Due to the PCM programming procedure, DTC(s) may be set in other modules (TCM, ABS, BCM, MIC, WCM, etc.) within the vehicle, if so equipped. Some DTC's may cause the MIL to illuminate.**
  - a. From the “Standalone Home” screen highlight “All DTC’s” and then press the select button.
  - b. Highlight “Clear All Stored” and then press the select button.
  - c. Follow the screen prompts on the StarMOBILE screen.
29. Turn the ignition key to the “OFF” position and remove the StarMOBILE unit, StarMOBILE cable, and battery charger from the vehicle.
30. Continue with “Section C” to install the Authorized Modifications Label.

**C. Install the Authorized Modifications Label:**

1. Type or print (with a ballpoint pen) the recall number, dealer code and date on the Authorized Modifications Label (Figure 1).
2. Attach the label near the VECI label and then close the hood.
3. Complete Proof of Correction Form for California Residents.

**Figure 1**

**NOTE:** This recall 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 recall 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 submitted will be used by Chrysler 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>
PCM Update Previously Performed	18-H1-91-81	0.2 hours
Reprogram Powertrain Control Module	18-H1-91-82	0.4 hours

Add the cost of the Authorized Modifications Label 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**

All dealers will receive one copy of this dealer recall notification letter by mail. 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



## **SAFETY RECALL H19 – REPROGRAM POWERTRAIN CONTROL MODULE**

Dear: (Name)

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2006 model year Jeep® Commander vehicles equipped with a 4.7L engine.**

***The problem is...***    **The Powertrain Control Module on your Jeep (VIN: xxxxxxxxxxxxxxxxx) was programmed with software that may allow the engine to stall under certain operating conditions. This can cause 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 your vehicle's Powertrain 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 dealer right away to schedule a service appointment. Remember to 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 Chrysler 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.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

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  
Notification Code H19

*Buckle up  
for Safety!*

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