CHRYSLER

Dealer Service Instructions for:

Safety Recall P64 / NHTSA 14V-636
Reprogram Steering Column Control Module

Models

2014   **(WD)**   **Dodge Durango**

         (WK)   **Jeep® Grand Cherokee**

*NOTE: This recall applies only to the above vehicles built from October 03, 2013 through April 11, 2014 (**MDH 100300 through 041123**).*

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 Steering Column Control Module (SCCM) on about 132,000 of the above vehicles may experience electrical interference (static) in the SCCM printed circuit board communication circuit. This unintended electrical interference (static) can cause the Electronic Stability Control (ESC) to become disabled and the ESC warning lamp to illuminate. This fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 126, "Electronic Stability Control Systems". A loss of ESC function during certain driving conditions could cause a crash without warning.

Repair

The SCCM 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 VCI Pod Kit

➢ 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 of the SCCM 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 micro pod 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.

Service Procedure (Continued)

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 "**OK**".

7. Select the "**Next**" tab at the bottom of the screen.

8. From the "**Vehicle View**" screen, click on the **"SCCM"** icon.

9. From the **"SCCM 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 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 "**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. Select the **"Clear Stored DTC's"** button.

14. From the **"SCCM 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 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 Chrysler 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
SCCM previously updated	18-P6-41-81	0.2 hours
Reprogram SCCM	18-P6-41-82	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.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 3.08 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

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 <u>updated</u> VIN list of <u>their incomplete</u> 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 <u>must</u> perform this repair on all unsold vehicles <u>*before*</u> 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.

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Customer Services / Field Operations
Chrysler Group LLC

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