



UPDATE: VINS RE-OPENED UNDER S27 SAFETY RECALL

TRANSMISSION ELECTRONIC SHIFT LEVER FOR 2014 - 2015 GRAND CHEROKEE

Please be aware that approximately 3,700 2014 - 2015 Jeep Grand Cherokee VINs that previously had the S27 (Transmission Electronic Shift Lever) recall performed will now show open again. Please refer to the below information.

S27 RECALL REPAIR

The S27 safety recall utilizes a new software flash to enable an "Auto Park" feature. This feature addresses a concern where the electronic shift lever of the vehicle may allow a roll away condition if the vehicle's engine is left running, the parking brake is not engaged, and the transmission is not in the "PARK" position before exiting the vehicle.



S27 REPAIR RE-OPENED ON CERTAIN VINS

Due to an incorrect loading of the software in the wiTECH tool, approximately 3,700 Grand Cherokees that had the S27 performed did NOT actually get the needed software update on the RFH.

These VINs have been re-opened to show S27 as open within all FCA systems including VIP.

- Customers impacted will be notified by mail and phone calls starting the week of May 14th.

Dealership personnel will notice that S27 shows open, but service history shows the recall as being performed.

Please ensure the S27 is performed again so that the RFH gets the necessary software.



Upon connecting wiTECH to the vehicle, technicians will notice that the RFH will show an available update indicated by a blue lightning bolt. Perform the S27 update on this module.

Dealers should claim the recall normally to clear it, using the below Labor Ops.

DESCRIPTION	LOP	TIME
Reprogram the PCM / TCM / RFH / IPC modules and insert owner's manual addendum card (WK without diesel engine)	18-S2-71-87	1.0 hours
Reprogram the PCM / TCM / RFH / IPC modules and insert owner's manual addendum card (WK with diesel engine)	18-S2-71-88	1.1 hours
Reprogram the PCM / TCM / RFH / IPC modules and insert owner's manual addendum card (2014/2015 model year WK with SRT package)	18-S2-71-89	1.0 hours

FCA appreciates your support in this campaign!