Dealer Service Instructions for:

Safety Recall S27 / NHTSA 16V-240 Transmission Electronic Shift Lever

NOTE: Revised to add 2012 – 2013 LX/LD 3.6L models. Software for 2014 model year SRT models will be added to this recall in August of 2016. Revised LOPs for LX / LD models.

Models

2014 - 2015   (WK) Jeep® Grand Cherokee

NOTE: This recall applies to the above vehicles equipped with a 3.0L diesel, 3.6L gas or a 5.7L gas engine. The 2015 model year SRT vehicle software is now available. This recall does not include 2014 model year SRT vehicles at this time. 2014 model year SRT vehicles will be added to this recall in August of 2016.

2012 - 2014   (LD) Dodge Charger

(LX) Chrysler 300

NOTE: This recall applies only to the above vehicles equipped with a 3.6L gas engine.

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 electronic shift lever on about 536,000 of the above vehicles 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.

Repair

New software must be installed which includes an "Auto Park" feature which eliminates the possibility of the driver inadvertently failing to place the transmission into "PARK" prior to exiting the vehicle. An addendum card for the owner's manual must be placed in each vehicle.

Parts Information

No parts are required to perform this service procedure.

NOTE: If additional addendum cards are required, print page 3 of this document.

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

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Driver inattention could lead to failure to place vehicle in PARK.
ALWAYS DO A VISUAL CHECK that your vehicle is in PARK by looking for the "P" in the EVIC or on the shift lever.
As an added precaution apply the parking brake.

Auto Park is a new feature.
It is not designed to replace the need to shift your vehicle into PARK.

If vehicle is not in PARK and driver presses the ignition switch to turn off the engine, the vehicle will Auto Park.

Auto Park will engage under these conditions:
- Vehicle is not in PARK
- Vehicle Speed is 1.2 MPH or less
- Ignition switch is pressed

WARNING: The engine will turn off and ignition switch changes to Accessory Mode (ACC). After 30 minutes it times out and ignition switch changes to OFF, unless the driver turns the ignition switch OFF.

If vehicle is not in PARK and driver exits the vehicle with the engine running, the vehicle will Auto Park.

Auto Park will engage under these conditions:
- Vehicle is not in PARK
- Vehicle speed is 1.2 MPH or less
- Driver's seat belt is unbuckled
- Driver's door is ajar
- Brake Pedal is not depressed

The MESSAGE "**Auto Park Engaged Press Brake + Push Button to Shift to Gear**" will display in the Electronic Vehicle Information Center (EVIC).

If the driver attempts to shift into PARK while moving, the vehicle may Auto Park.

Auto Park will engage **ONLY** when vehicle speed is 1.2 MPH or less within 5 seconds of the shift to PARK request.

The MESSAGE "**Vehicle Speed is too high to shift**" will display in the EVIC if vehicle speed is above 1.2 MPH.

If conditions are not met which allow the vehicle to engage PARK within 5 seconds of the request, driver will need to request PARK again.

WARNING: If vehicle speed is not below 1.2 MPH within 5 seconds of the request, the transmission will default to NEUTRAL. A vehicle left in the NEUTRAL position can roll if left unattended. As an added precaution always apply the parking brake when exiting the vehicle.

ALWAYS DO A VISUAL CHECK that your vehicle is in PARK by looking for the "P" in the EVIC and on the shift lever.
As an added precaution, apply the parking brake.

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ALWAYS DO A VISUAL CHECK that your vehicle is in PARK by looking for the "P" in the EVIC or on the shift lever.
As an added precaution apply the parking brake.

Auto Park is a new feature.
It is not designed to replace the need to shift your vehicle into PARK.

4WD LOW (If Equipped, Grand Cherokee Only)

Auto Park will be disabled when operating the vehicle in 4WD LOW.

The MESSAGE "**Auto Park Disabled**" will be displayed in the EVIC.

Auto Park is disabled in 4WD LOW. Additional customer warnings will be given under these conditions:
- Vehicle is not in PARK
- Driver's Door is ajar

The MESSAGE "**Auto Park Not Engaged**" will be displayed in the EVIC. A warning chime will continue until you shift the vehicle into PARK or the Driver's Door is closed.

ALWAYS DO A VISUAL CHECK that your vehicle is in PARK by looking for the "P" in the EVIC and on the shift lever.
As an added precaution, apply the parking brake.

Service Procedure

A. Reprogram the PCM / TCM / RFH / IPC Modules

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/TCM/RFH/IPC modules is aborted or interrupted, repeat the procedure.

SPECIAL NOTE: The four modules must be reprogramed in the following order:

1st - Powertrain Control Module (PCM)

2nd - Transmission Control Module (TCM)

3rd - Radio Frequency Hub (RFH)

4th - Instrument Panel Cluster (IPC)

CAUTION: The PCM/TCM/RFH modules require about 5 minutes each to reprogram. The IPC software requires approximately two hours to complete the reprogramming process. Schedule vehicles in for this recall accordingly.

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.

> ## 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**", 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.

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 DTC's**" 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. **<u>For vehicles equipped with a diesel engine</u>**, 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.

> ### Service Procedure (Continued)

16. Return to the "**Vehicle View**" screen.

17. Select the "**TCM**" icon.

18. 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 24. If the part numbers are not the same, continue with Step 19.

19. With the cursor over the desired flash file, click the small green arrow button on the right side of the screen.

20. From the "**TCM Flash**" screen follow the wiTECH screen instructions to complete the flash.

21. Once the flash is complete click the "**OK**" button on the "**TCM Flash**" screen.

22. Select the "**Clear Stored DTC's**" button.

23. 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 24. If the part numbers are not the same, repeat Steps 18 through 22.

24. Return to the "**Vehicle View**" screen.

25. Select the "**RFH**" icon.

26. 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 32. If the part numbers are not the same, continue with Step 27.

27. With the cursor over the desired flash file, click the small green arrow button on the right side of the screen.

Service Procedure (Continued)

28. From the "**RFH Flash**" screen follow the wiTECH screen instructions to complete the flash.

29. Once the flash is complete click the "**OK**" button on the "**RFH Flash**" screen.

30. Select the "**Clear Stored DTC's**" button.

31. From the "**RFH 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 32. If the part numbers are not the same, repeat Steps 26 through 30.

32. Return to the "**Vehicle View**" screen.

33. Select the "**RFH**" icon.

34. 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 40. If the part numbers are not the same, continue with Step 35.

35. With the cursor over the desired flash file, click the small green arrow button on the right side of the screen.

36. From the "**RFH Flash**" screen follow the wiTECH screen instructions to complete the flash.

37. Once the flash is complete click the "**OK**" button on the "**RFH Flash**" screen.

38. Select the "**Clear Stored DTC's**" button.

39. From the "**RFH 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 40. If the part numbers are not the same, repeat Steps 34 through 38.

Service Procedure (Continued)

40. Return to the "**Vehicle View**" screen.

41. Select the "**IPC**" icon.

42. 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 48. If the part numbers are not the same, continue with Step 43.

43. With the cursor over the desired flash file, click the small green arrow button on the right side of the screen.

44. From the "**IPC Flash**" screen follow the wiTECH screen instructions to complete the flash.

45. Once the flash is complete click the "**OK**" button on the "**IPC Flash**" screen.

46. Select the "**Clear Stored DTC's**" button.

    NOTE: WK vehicles equipped with a 3.0L diesel and 4x2 configuration may experience Diagnostic Trouble Code (DTC) U0403 after the recall is completed. This DTC cannot be erased and should be disregarded. The customer does not receive a message and/or a Malfunction Indicator Lamp (MIL). This condition will be corrected in the near future with updated software. The vehicle does not have to return for additional software updates regarding this issue.

47. From the "**IPC 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 48. If the part numbers are not the same, repeat Steps 41 through 46.

48. Turn the ignition to the "**OFF**" position, remove the wiPOD II and battery charger from the vehicle and then close the hood.

49. Place an owner's manual addendum card into the vehicle's owner manual.

50. 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 recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Reprogram the PCM / TCM / RFH / IPC modules and insert owner's manual addendum card (WK without diesel engine)	18-S2-71-82	2.3 hours
Reprogram the PCM / TCM / RFH / IPC modules and insert owner's manual addendum card (WK with diesel engine)	18-S2-71-83	2.4 hours
Reprogram the PCM / TCM / RFH / IPC modules and insert owner's manual addendum card (2015 model year WK with SRT package)	18-S2-71-84	2.3 hours
Reprogram the PCM / TCM / RFH / IPC modules and insert owner's manual addendum card (2013-2014 LD / LX models)	18-S2-71-85	1.0 hours
Reprogram the PCM / TCM / RFH / IPC modules and insert owner's manual addendum card (2012 LD / LX models)	18-S2-71-86	1.1 hours

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall 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 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.

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.

Customer Services / Field Operations
FCA US LLC