



Revision III August 2016

Dealer Service Instructions for:

Safety Recall S28 / NHTSA 16V-249

Shift Interlock Solenoid Electrical Connector

NOTE: The service procedure has been updated.

Models

2016 (WK) Jeep® Grand Cherokee

NOTE: This recall applies only to the above vehicles built through February 19, 2016 (MDH 021909).

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 Brake/Transmission Shift Interlock (BTSI) solenoid on about 32,200 of the above vehicles may have an incorrectly crimped electrical connector wire terminal(s). A loss of BTSI solenoid function could lead to the transmission gear selector becoming locked in the “Park” or “Neutral” position. This condition could cause a crash without warning.

Repair

The gear selector assembly on all involved vehicles must be replaced.

Service Procedure

1. Disconnect the negative battery cable at the battery.

NOTE: If the PRNDM is disconnected from the gear selector with the battery connected, there is a possibility that Diagnostic Trouble Code (DTC) U114C-00 may be set to an 'Active' or 'Stored' state. After the PRNDM is replaced, and the vehicle CAN-C bus has been inactive for a minimum of 30 seconds, and an ignition cycle is begun by turning the vehicle into ACC or RUN state, the PRNDM may not illuminate and/or operate for a short period of time while the shifter determines if the PRNDM is present and functional. This could take up to two minutes if the software in the PRNDM assembly needs to be updated. After that period of time, the PRNDM will illuminate and function normally if there are no other issues. This is a normal fail-safe function of this component.



Figure 1 – Gear Selector Boot

2. Using Trim Stick C-4755 or equivalent, detach the gear selector boot from the gear selector bezel (Figure 1).

CAUTION: Failure to use a trim stick to remove the gear selector boot could result in center console bezel damage.

3. Remove and save the gear selector knob retaining screw (Figure 2).
4. Remove and save the gear selector knob and boot from the gear selector stalk (Figure 2).
5. Open the storage bin door and storage door on the center console.

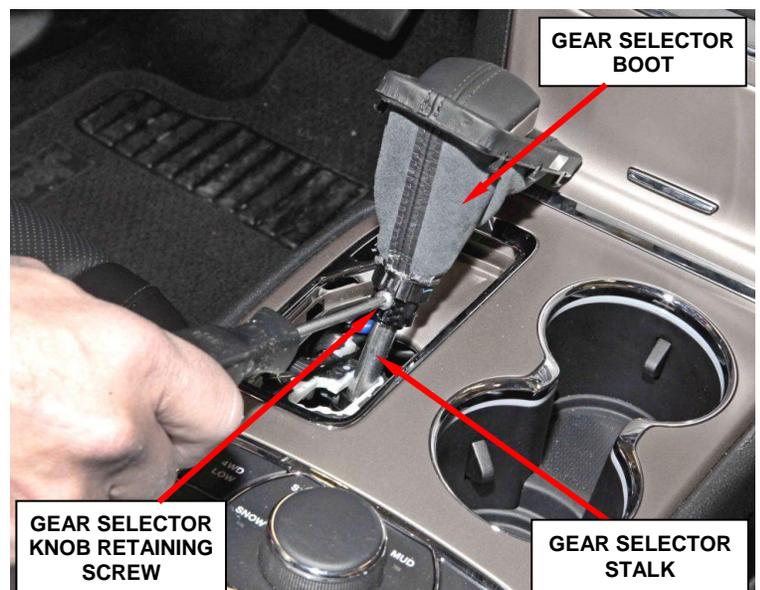


Figure 2 – Gear Selector Knob

Service Procedure (Continued)

- Using Trim Stick C-4755 or equivalent, detach the gear selector bezel from the center console (Figure 3).

CAUTION: There are wire connectors attached to the Terrain Select switch, cup holders and “PRNDM”. Take care not to pull out wires while detaching the selector bezel

- Disconnect the Terrain Select switch, cup holders and “PRNDM” wire harness electrical connectors by depressing the CPA electrical connector latch from the underside of the gear selector bezel and remove the bezel (Figure 4).



Figure 3 – Gear Selector Bezel

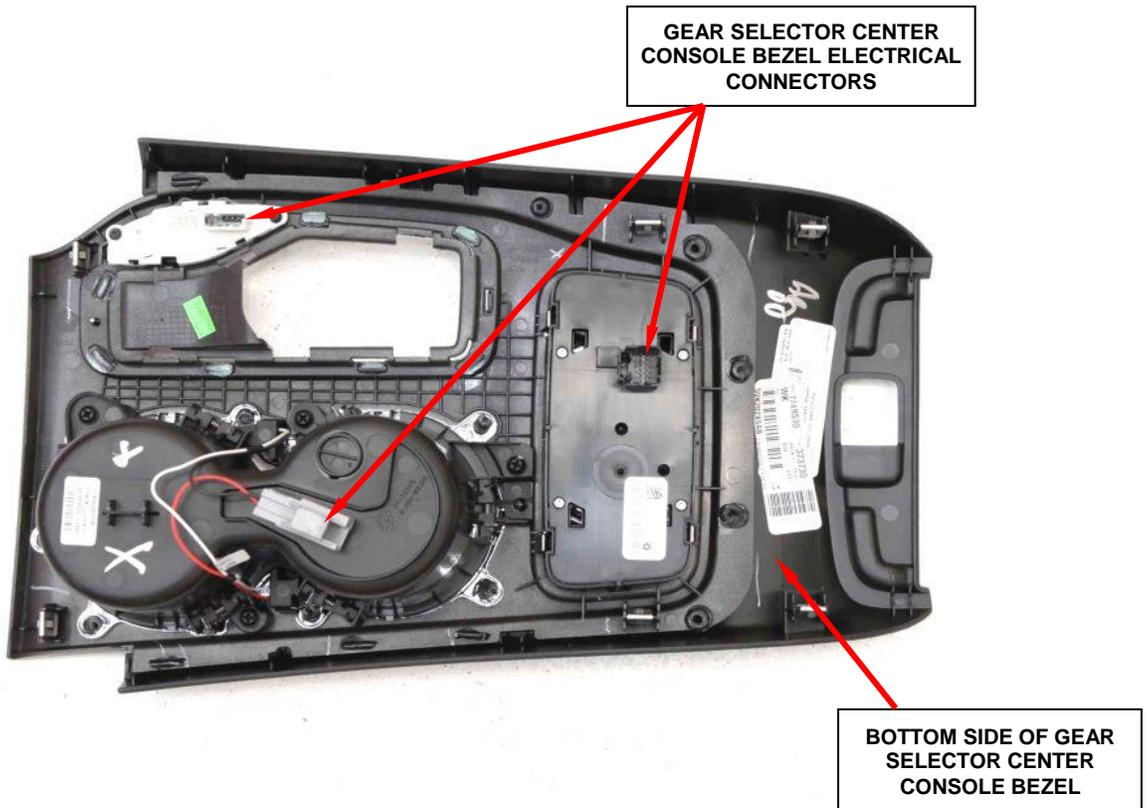


Figure 4 – Underside of Gear Selector Bezel

Service Procedure (Continued)

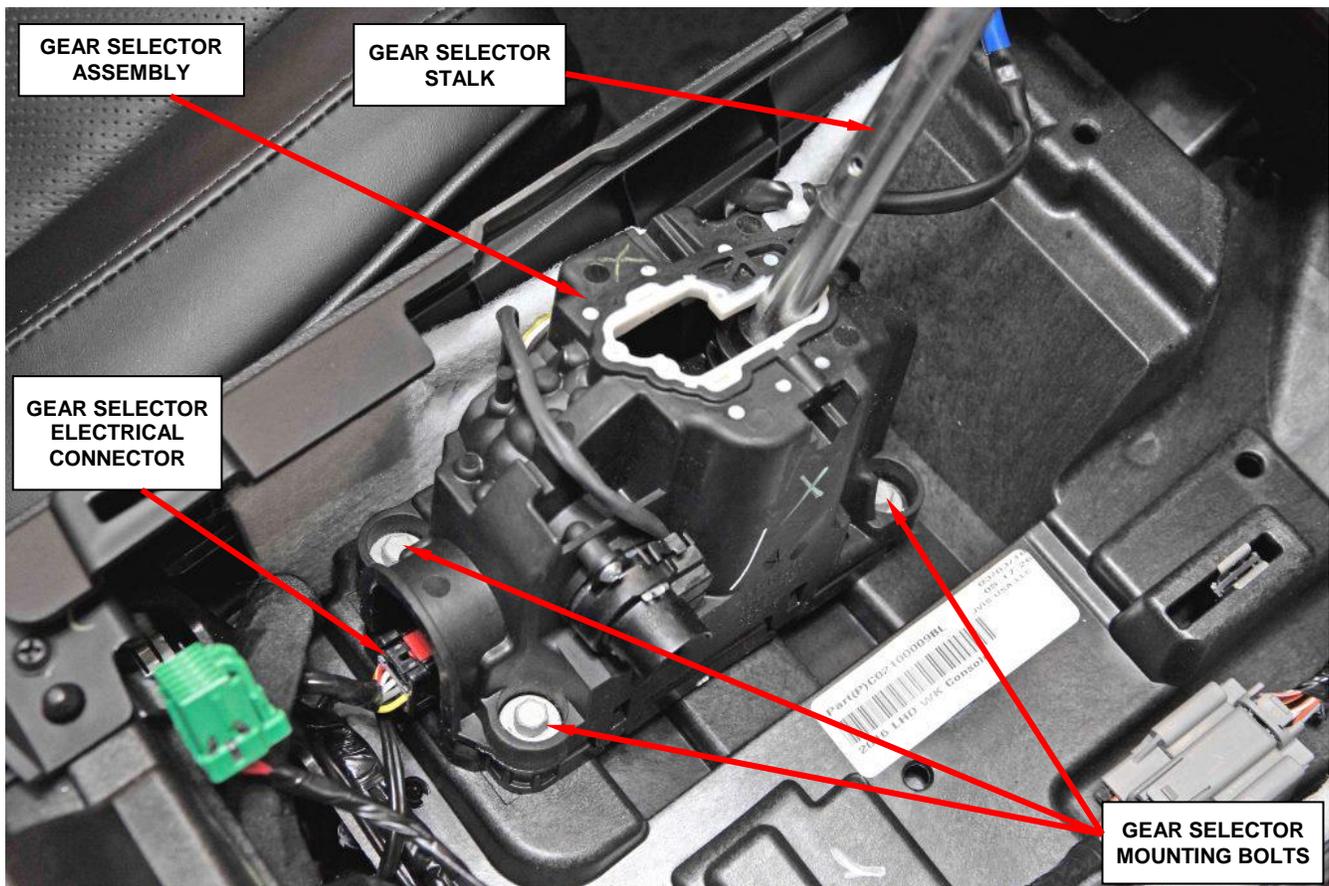


Figure 5 – Gear Selector Mounting Bolts

8. Remove and save the four gear selector mounting bolts (Figure 5).
9. Disconnect the gear selector electrical connector by depressing and sliding back the red tab on top of the gear selector electrical connector prior to removal of the connector (Figure 5 and 6).
10. Carefully remove and discard the original gear selector assembly (Figure 5 and 6).

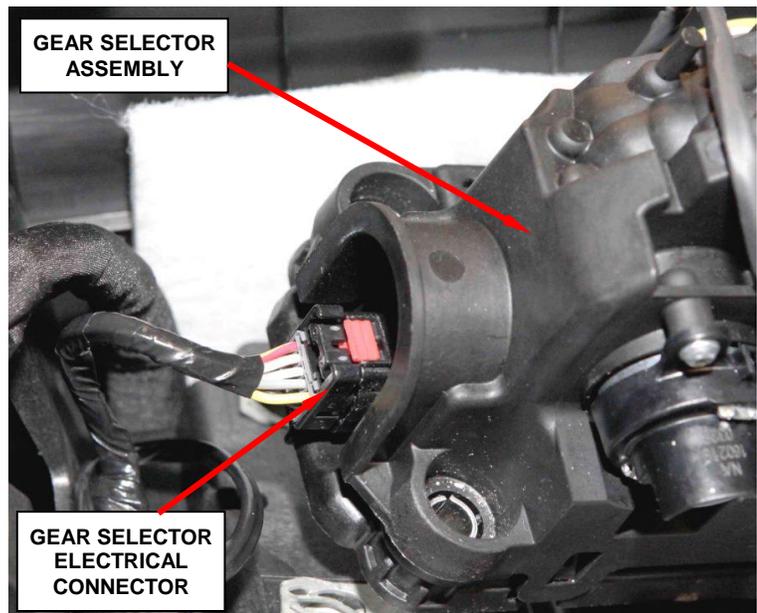


Figure 6 – Gear Selector Electrical Connector

Service Procedure (Continued)

11. Connect the gear selector assembly wiring connector by inserting the electrical connector until it is snug and then slide the red tab forward until engagement is felt (Figure 6).
12. Position the new gear selector onto the center console and align the 2-way and 4-way pins with the holes in the center console.
13. Install the four gear selector mounting bolts and tighten the mounting bolts to 70 in. lbs. (8 N·m) (Figure 5).
14. Connect the three wire harness connectors to the back side of the gear selector bezel. Make sure a click is felt during installation to ensure proper retention (Figure 4).
15. Install the gear selector bezel onto the console.
16. Install the gear selector knob and boot to the gear shift stalk as an assembly (Figure 2).
17. Install the gear selector knob retaining screw (Figure 2). Tighten the screw to 18 in. lbs. (2 N·m).
18. Snap the gear selector boot to the gear selector bezel.
19. Close the storage bin door and center console storage door.
20. Connect the negative battery cable.
21. Connect the wiTECH scan tool to the vehicle and start a wiTECH session.
22. Clear all Diagnostic Trouble Codes (DTC's) from the vehicle.
23. Remove the wiTECH scan tool from the vehicle.
24. Verify proper operation of the gear selector.
25. 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 <u>Number</u>	Time <u>Allowance</u>
Replace gear selector and clear DTC's	08-S2-81-82	0.4 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.

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 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
FCA US LLC



SHIFT INTERLOCK SOLENOID ELECTRICAL CONNECTOR

IMPORTANT SAFETY RECALL

S28 / NHTSA 16V-249

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

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

Dear: (Name)

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain **2016 model year Jeep® Grand Cherokee vehicles**.

The problem is... **The Brake/Transmission Shift Interlock (BTSI) solenoid on your vehicle may have an incorrectly crimped electrical connector wire terminal(s). A loss of BTSI solenoid function could lead to the transmission gear selector becoming locked in the “Park” or “Neutral” position. This condition could cause a crash without warning.**

What your dealer will do... **FCA will repair your vehicle free of charge.** To do this, your dealer will replace the gear selector assembly. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply **contact your Chrysler, Jeep, Dodge or RAM dealer** right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order them before your appointment. **Please 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 the FCA Group Recall Assistance Center at either **fcarecalls.com** or 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 further questions go to **fcarecalls.com**.

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 or you can mail 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**. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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 you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to **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
FCA US LLC

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