



September 2017

Dealer Service Instructions for:

Safety Recall T50 / NHTSA 17V-485

Reprogram Instrument Panel Cluster

Models

2017 (BU) Jeep® Renegade

NOTE: This recall applies only to the above vehicles built from June 09, 2017 through July 18, 2017 (sales code JAJ) (MDH 060900 through 071800).

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 instrument cluster on about 3,000 of the above vehicles may have software which causes the illumination of multiple malfunction indicator lights (telltales) when no malfunction is detected, and when not conducting a bulb check. The instrument cluster may experience erratic instrument cluster gauge behavior when the fuel level gauge reaches the “Low Range”. This defect will cause the gauge needles to bounce rapidly or display inaccurate driver information. Driving with illuminated telltale lights under these conditions may result in not being aware of whether there are actual malfunctions in various monitored systems. In addition, driving with a false telltale may mask a truly active telltale and result in compromised vehicle system performance potentially causing a vehicle crash without warning.

Service Procedure**Reprogram the IPC Module**

NOTE: The wiTECH 2.0 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 IPC is aborted or interrupted, repeat the procedure.

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 2.0 Diagnostic session.
5. Enter your “**User id**” and “**Password**”, and then select “**Finish**”.
6. Starting at the “**Vehicle Selection**” screen, select the row/tool for the wiPOD device you are using.
7. Select the “**Next**” tab at the bottom of the screen.
8. From the “**Vehicle View**” screen, click on the “**IPC**” icon.

Service Procedure (Continued)

9. From the “**IPC 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 16. If the part numbers are not the same, continue with Step 10.
10. Select the desired flash file.
11. From the “**IPC Flash**” screen follow the wiTECH 2.0 screen instructions to complete the flash.
12. Select view all DTC’s.
13. From vehicle view screen select “**IPC**” icon.
14. Select the “**Clear Stored DTCs**” button
15. 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 16. If the part numbers are not the same, repeat Steps 9 through 15.
16. Turn the ignition to the “**OFF**” position, remove the wiTECH micro pod II and battery charger from the vehicle and then close the hood.
17. Return the vehicle to the customer.

Complete Proof of Correction Form for California Residents

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 paid will be used by FCA to record recall service completions and provide dealer payments.

	Labor Operation Number	Time Allowance
Inspect IPC software level	18-T5-01-81	0.2 hours
Inspect and reprogram the IPC	18-T5-01-82	0.3 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.

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.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

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LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment**
- 3. Visit our Recall Website, recalls.mopar.com or scan below.**

QR Code

You can find your nearest dealer and review all your scheduling options from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS
Please reference Safety Recall T50.

IMPORTANT SAFETY RECALL

Reprogram Instrument Panel Cluster

Dear [Name],

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

FCA has decided that certain [2017 Jeep® Renegade] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 571.101 – Controls and Displays. FMVSS No. 571.101 requires that “[a] telltale must not emit light except when identifying the malfunction or vehicle condition it is designed to indicate, or during a bulb check.” It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The instrument cluster on your vehicle ^[1] may have software which causes the illumination of multiple malfunction indicator lights (telltale) when no malfunction is detected, and when not conducting a bulb check. The instrument cluster on your vehicle may experience erratic instrument cluster gauge behavior when the fuel level gauge reaches the “low range”. This defect will cause the gauge needles to bounce rapidly or display inaccurate driver information. Driving with illuminated telltale lights under these conditions may result in not being aware of whether there are actual malfunctions in various monitored systems. **In addition, driving with a false telltale may mask a truly active telltale and result in compromised vehicle system performance potentially causing a vehicle crash without warning.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will reprogram the instrument panel cluster. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is a half hour. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR CALL 1-800-853-1403
OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

CALIFORNIA RESIDENTS

The State of California requires the completion of emission recall repairs prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the recall has been performed.

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

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. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC



**Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] 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.

[3] You can also mail in 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.

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