



December 2017

Dealer Service Instructions for:

# **Safety Recall T70 / NHTSA 17V-740 Instrument Panel Cluster Software Update**

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## **Models**

**2017-2018 (MP) Jeep® Compass**

*NOTE: This recall applies only to the above vehicles built from June 29, 2017 through September 07, 2017 (MDH 062905 through 090721).*

**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 Panel Cluster (IPC) software on about 25,700 of the above vehicles may require updating. The IPC photo sensor calibration may prevent detection of day-to-night lighting transitions. The dimmer switch will be unable to provide lower levels of brightness, which may reduce driver visibility at night and lead to a crash without prior warning.

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 571.101, "Controls and displays" which requires adjustable backlighting of IPCs with at least two levels of brightness.



**Service Procedure**

**NOTE: The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure. If the reprogramming flash for the IPC is aborted or interrupted, repeat the procedure. The IPC must be at the latest calibration level after completing this recall.**

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 volt meter 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 the wiTECH 2.0 website.
5. Enter your “**User id**” and “**Password**”, then select “**Finish**” at the bottom of the screen.
6. From the “**Vehicle Selection**” screen, select the vehicle to be updated.
7. From the “**Action Items**” screen, select the “**Topology**” tab.
8. From the “**Topology**” tab, select the “**IPC**” icon for the module requiring updating.

**Service Procedure (Continued)**

9. From the “**Flash**” tab, compare the “**Current Electronic Control Unit (ECU) Part Number**” with the “**New ECU Part Number**” listed.
  - If the “**Current ECU part Number**” is the same as the “**New Part Number**”, proceed to **Step 13**.
  - If the “**Current ECU part Number**” is NOT the same as the “**New Part Number**”, continue with **Step 10**.
10. From the flash ECU agreement page, agree to terms by checking the box. From the “**Select Category**” drop-down, select “**Service information / documentation led to reflash the component**” then in the “**description box**” enter “**Safety Recall T70 Required**”.
11. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.
12. Once the flash is complete, select the “**DTCs**” tab.
13. Select “**Clear All DTCs**” and then select “**Close**”.
14. Turn the ignition to the “**OFF**” position and then remove the wiTECH micro pod II device from the vehicle.
15. Remove the 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 paid will be used by FCA to record recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect IPC software level	18-T7-01-81	0.2 hours
Inspect and reprogram IPC software	18-T7-01-82	0.2 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.

Customer Services / Field Operations  
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

T70/NHTSA 17V-740

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 recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. 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 T70.

# IMPORTANT SAFETY RECALL

## Instrument Panel Cluster Software Update

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 and 2018 Model Year Jeep® Compass] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 571.101 – "Controls and Displays" which requires adjustable backlighting of the Instrument Panel Cluster (IPC) with at least two levels of brightness.

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 IPC on your vehicle <sup>[1]</sup> may require updates. The IPC photo sensor calibration may prevent detection of day-to-night lighting transitions. **The dimmer switch will be unable to provide lower levels of brightness, which may reduce driver visibility at night and lead to a crash without prior warning.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will inspect the IPC software level and updated as required. 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 one 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**

#### 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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](http://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.