



March 2019

Dealer Service Instructions for:

Equipment Safety Recall U82 NHTSA 18E-053 Powertrain Control Module

Remedy Available

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain Mopar Stage 1 high performance Powertrain Control Modules (PCM) part numbers P5160023, P5160025 and PCM contained in performance kits 77072304, 77072305, 77072331, 77072332, 77072337 and 77072338 intended for use with:

- 2015-2016(LA)Dodge Challenger2014-2016(LD)Dodge Charger
- 2014-2016 (LX) Chrysler 300

Subject

The fault handling strategy of Mopar Stage 1 high performance PCM software does not remove positive torque requests from the engine controller if the CAN-C bus stops communicating while the cruise control is requesting positive torque. In the instance of a short in the vehicle causing the CAN-C bus to stop communicating while the cruise control is active and the vehicle speed is below the set speed such that the cruise control system is requesting positive torque at the exact moment of the short, it is possible for a positive torque request to be locked on the PCM which may result in either the vehicle maintaining its current speed or possibly accelerating. If the driver does not shift to neutral or apply the brakes to stop the vehicle this condition can cause a vehicle crash without warning.

Repair

Exchange the recalled Mopar Stage 1 PCM for the replacement new Mopar Stage 1 PCM then program the new Mopar Stage 1 PCM.

Parts Information

Due to the VIN specific programming requirement for the replacement PCM covered by **Recall Campaign U82**, the following steps will be needed to determine the correct part to order:

- 1. FCA has instructed the customer to contact the dealer to make an appointment and provide their VIN.
- 2. The dealership should contact the manufacturer, Hollingsworth LLC, and provide the VIN.
 - a. By E-mail (<u>Preferred method</u>): **U82Campaign@hollingsworthllc.com** or
 - b. By Phone: 1-313-768-1439.
- *3. Hollingsworth LLC will validate the vehicle involved within the recall and respond within approximately 24 hours with the correct part number for ordering.
- *4. The dealership must then place the order for the specified part through normal means using an "E" order type. If an "S" order type is placed, it will count against your special handling allowance. Shipment will arrive directly from the supplier (SSD), at no cost to the dealership, within approximately 48 hours of being placed for NAFTA based orders.

NOTE: Dealer should include the last 6 digits of the VIN in the "Order Number" field when placing the order.

<u>*This information is based on US orders placed by 5PM Eastern time.</u> <u>Timing may vary for international parts orders and delivery.</u>

Parts Return

The old PCM must be returned to the Mopar Product Development Lab at the address below.

<u>Ship to:</u>

U-82 Coordinator Product Development Lab 26001 Lawrence Ave. Center Line, MI. 48015 Bld.120

To arrange for a return shipment label, please call the UPS FCA call center at 800-567-9989 and indicate that this is a **Stage 1 PCM Recall Campaign U82 return shipment**.

Special Tools

The following special tools are required to perform this repair:

- ▹ NPN wiTECH micro pod II
- NPN Laptop Computer
- ➢ NPN wiTECH Software

Service Procedure

NOTE: For cowl top panel removal, refer to Section A for (LA) vehicles and Section B for (LD) and (LX) vehicles.

Section A. Remove Cowl Top Panel - (LA) Vehicles

- 1. Open the hood.
- 2. Disconnect and isolate the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS electrical connector first.
- 3. Remove the two push pins that secure the front cowl top panel to the right rear corner of the engine compartment (Figure 1).
- 4. Remove the front cowl top panel (Figure 1).



Figure 1 – Front Cowl Top Push Pins

5. Proceed to Section C. PCM Removal.

Section B. Remove Cowl Top Panel - (LD) and (LX) Vehicles

- 1. Open the hood.
- 2. Disconnect and isolate the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS electrical connector first.
- 2. Carefully pry the plastic caps off of the wiper arm pivot nuts (Figure 2).



Figure 2 – Wiper Arm Plastic Caps

- 3. Lift the wiper arm and blade to its over-center position to hold the wiper blade off of the glass and relieve the spring tension on the wiper arm to pivot shaft connection while loosening the wiper arm nuts and removing the wiper arms.
- 4. Remove the nuts that secure the wiper arms to the wiper pivot shaft (Figure 3).

NOTE: If necessary, use a suitable battery terminal puller to disengage the wiper arm from the wiper pivot shaft.

5. Remove both wiper arms from the wiper pivot shaft (Figure 3).



Figure 3 – Wiper Arms and Pivot Shaft Nuts

- 6. Remove the nine push pins that secure the cowl top panel (Figure 4).
- 7. Disengage the integral retaining clips that secure the cowl top panel to the dash panel and remove the cowl top panel from the engine compartment (Figure 4).



Figure 4 – Wiper Arm Plastic Caps

8. Proceed to Section C. PCM Removal.

Section C. PCM Removal

- 1. **If equipped with hood ajar switch**: Working from the top of the PCM mounting bracket on the upper radiator cross member, squeeze the two hood ajar switch latch tabs together far enough to pull the switch upward (Figure 5).
- 2. **If equipped with hood ajar switch**: Pull the hood ajar switch up through the hole in the PCM mounting bracket far enough to access and disconnect the wire harness electrical connector from the switch (Figure 5).
- 3. **If equipped with hood ajar switch**: Remove the hood ajar switch from the vehicle (Figure 5).
- 4. Remove the Powertrain Control Module (PCM) retaining bolt (Figure 5).



Figure 5 – Hood Ajar Switch

5. Disconnect the PCM electrical connectors (Figure 6).

6. Remove the PCM from the vehicle (Figure 6).



Figure 6 – PCM Electrical Connectors

7. If vehicle arrived with old Stage 1 PCM installed:

- a. Transfer the rubber bumper from the old Stage 1 PCM to the new Stage 1 PCM (Figure 7).
- b. Transfer the mounting bracket and retaining nuts from the old Stage 1 PCM to the new Stage 1 PCM (Figure 7). Tighten the nuts to 8 N·m (71 in. lbs.).
- c. The old Stage 1 PCM must be retained for return to manufacturer.
- d. Install the new Stage 1 PCM. Proceed to Section D. PCM Installation.



Figure 7 – PCM Mounting Bracket and Rubber Bumper

- 8. If vehicle arrived with original equipment production PCM installed:
 - a. The old Stage 1 PCM must be retained for return to manufacturer.

NOTE: The new Stage 1 PCM will need to be connected to the vehicle for PCM programming (Figure 6).

- b. Program the new Stage 1 PCM for the customer following the instructions in **Section E. PCM Programming**.
- c. Reinstall the original equipment production PCM following the instructions in Section D. PCM Installation and Section F or G to install the Cowl Top Panel.
- d. Ensure that Safety Recall U60 has been completed on the original equipment production PCM.
- e. Provide the new programmed Stage 1 PCM to the customer.

Section D. PCM Installation

- 1. Connect the PCM electrical connectors to the PCM (Figure 6).
- 2. Position the PCM bracket to the cross support, install the retaining bolt and tighten to 16 N·m (12 ft. lbs.) (Figure 5).
- 3. **If equipped with hood ajar switch**: Position the hood ajar switch near the switch mounting hole in the PCM mounting bracket on the upper radiator cross member (Figure 5).
- 4. **If equipped with hood ajar switch**: Pull the hood ajar switch wire harness connector through the switch mounting hole and connect it to the hood ajar switch (Figure 5).
- 5. **If equipped with hood ajar switch**: From the top of the mounting bracket, press the hood ajar switch downward into the mounting hole until the two integral switch latch tabs lock it into place (Figure 5).
- 6. Program the new Stage 1 PCM. Proceed to Section E. PCM Programming.

Section E. PCM Programming

NOTE: The wiTECH scan tool must be used to perform this recall.

1. 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 programming 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. 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" and your "Dealer Code", then select "Sign In" at the bottom of the screen. Click "Accept".
- 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 "**PCM**" module icon.
- 9. Select the "Misc Functions" tab.

- 10. Within the "**Misc Functions**" tab, select "**Learn ETC**" then follow the wiTECH on screen instructions. When complete, select "**Finish**". Cycle the ignition key after the successful routine completion.
- 11. Within the "**Misc Functions**" tab, select "**Check PCM Odometer**" then follow the wiTECH on screen instructions (input current vehicle mileage when prompted). When complete, select "**Finish**". Cycle the ignition key after the successful routine completion.
- 12. View and clear all DTCs.
- 13. Place the ignition in the "**OFF**" position and then remove the wiTECH micro pod II device from the vehicle.
- 14. Remove the battery charger from the vehicle.
- 15. Install the cowl top panel. Proceed to Section F for (LA) vehicles and Section G for (LD) and (LX) vehicles.

Section F. Install Cowl Top Panel - (LA) Vehicles:

- 1. Position the front cowl top panel to the right rear corner of the engine compartment (Figure 1).
- 2. Install the two push pins that secure the front cowl top panel to the right rear corner of the engine compartment (Figure 1).
- 3. Close the hood.

Section G. Install Cowl Top Panel - (LD) and (LX)Vehicles:

- 1. Position the cowl top panel into the engine compartment (Figure 4).
- 2. Engage the integral retaining clips that secure the cowl top panel to the dash panel (Figure 4).
- 3. Install the nine push pins that secures the cowl top panel (Figure 4).

NOTE: Be certain that the wiper motor is in the park position before attempting to install the wiper arms. Turn the ignition switch to the ON position and move the multifunction switch control knob to turn the wiper motor ON, then turn it back to the OFF position. Wait until the wiper pivot shafts stop moving, then turn the ignition switch back to the OFF position. The wiper motor is now in the park position.

NOTE: The right and left wiper arms are not interchangeable. The right wiper arm pivot end is identified with a letter P (Passenger) and the left is identified with a letter D (Driver). Be certain that each wiper arm is installed on the proper wiper pivot.

4. The wiper arm and blade must be indexed to the pivot shaft with the wiper motor in the park position to be properly installed. Loosely position the wiper arm pivot end onto the wiper pivot shaft so that the wiper blade is aligned with the appropriate wiper alignment line, which is a mark located just below the upper margin of the lower windshield blackout area (Figure 3).

- 5. Once the wiper blade is aligned, push the pivot end of the arm down firmly and evenly over the pivot shaft until it is fully engaged (Figure 3).
- 6. Install the nut that secures the wiper arm to the pivot shaft. Tighten the nut to 26 N⋅m (19 ft. lbs.) (Figure 3).
- 7. Wet the windshield glass, then operate the wipers. Turn the wiper switch to the OFF position, then check for correct wiper blade alignment and readjust as required.
- 8. Install the plastic nut cap onto the wiper arm mounting nut (Figure 2).
- 9. Close the hood.

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 <u>one</u> of the following labor operation numbers and time allowances:

	Labor Operation	Time
	<u>Number</u>	<u>Allowance</u>
Replace PCM and Run Misc. Functions Routine (LA) vehicles	08-U8-21-82	0.3 hours
Replace PCM and Run Misc. Functions Routine (LD) and (LX) Vehicles	08-U8-21-83	0.4 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 <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

U82/NHTSA 18E-053

IMPORTANT SAFETY RECALL

Powertrain Control Module

Dear [Name],

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

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain Mopar Stage 1 high performance Powertrain Control Modules (PCM) part numbers P5160023, P5160025 and PCM contained in performance kits 77072304, 77072305, 77072331, 77072332, 77072337 and 77072338.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY MOPAR STAGE 1 HIGH PERFORMANCE PCM NEED REPAIR?

FCA records indicate that you may have purchased a Mopar Stage 1 high performance PCM for your vehicle ^[1]. The fault handling strategy of this PCM software does not remove positive torque requests from the engine controller if the CAN-C bus stops communicating while the cruise control is requesting positive torque. In the instance of a short in the vehicle causing the CAN-C bus to stop communicating while the cruise control is active and the vehicle speed is below the set speed such that the cruise control system is requesting positive torque at the exact moment of the short, it is possible for a positive torque request to be locked on the PCM which may result in either the vehicle maintaining its current speed or possibly accelerating. If the driver does not shift to neutral or apply the brakes to stop the vehicle this condition can cause a vehicle crash without warning.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

- 1. Obtain your Vehicle Identification Number (VIN).
- 2. Contact your dealer to schedule an appointment and provide your VIN.
- 3. Bring your Mopar Stage 1 PCM and vehicle to your dealer for remedy.

Your vehicle's original PCM is covered by Safety Recall U60 / NHTSA 18V-332.

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace your Mopar Stage 1 PCM with a new one and configure it to your vehicle. Any software modifications or calibrations that you made to your original Mopar Stage 1 PCM will not be programmed into your replacement PCM. 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.

Do not use cruise control on your vehicle until your PCM has been remedied.

TO SCHEDULE YOUR <u>FREE</u> REPAIR, CALL 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 **<u>www.fcarecallreimbursement.com</u>** 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 FCA US LLC

YOUR REMEDY 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

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall U82.



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.