



Revised March 2018

Dealer Service Instructions for:

# **Safety Recall U01 / NHTSA 18V-049**

## **Reprogram Powertrain Control Module**

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*NOTE: Some 2017 RU vehicles were previously repaired under Technical Service Bulletin 18-069-17 or Customer Satisfaction Notification T23 - EGR Valve Function and will show as repaired in VIP without Service History Information. No further action is needed for this campaign.*

*U01 and T23 campaigns use the same remedy flash; If T23 has not been completed, reprogram the PCM and use LOP 18-U0-11-82 to close the U01 campaign, then claim the T23 inspection LOP 18-T2-31-81 to close T23. If T23 has been completed, use inspection LOP 18-U0-11-81 to close the U01 campaign.*

### **Models**

**2017 (RU) Chrysler Pacifica**

*NOTE: This recall applies only to the above vehicles equipped with a 3.6L engine, without Engine Stop/Start (Sales Code ERF) and with Engine Stop/Start (Sales Code ERC) from November 23, 2015 through June 29, 2017 (MDH 112310 through 062923).*

**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**

Engine control software on about 153,800 of the above vehicles may cause an engine stall without prior warning, without lighting a Malfunction Indicator Lamp (MIL) and without setting any Diagnostic Trouble Code (DTC). In the majority of cases the stalling occurs at low speed, while decelerating, while at idle or while negotiating a turn. Engine stalling results in a loss of motive power, which can cause vehicle crash without prior warning.

**Repair**

The PCM must be reprogrammed with new software.

**Parts Information**

No parts are required to perform this service procedure.

**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

**Service Procedure****Reprogram the PCM**

**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 PCM 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 “**Action Items**” on the “**Topology**” tab, click on the “**PCM**” icon.

**Service Procedure (Continued)**

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 16. If the part numbers are not the same, continue with Step 10.
10. Select the desired flash file.
11. From the “**PCM 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 “**PCM**” icon.
14. Select the “**Clear Stored DTCs**” button.
15. 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 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.

Use the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
PCM update previously performed	18-U0-11-81	0.2 hours
Reprogram PCM	18-U0-11-82	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

U01/NHTSA 18V-049

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 U01.

# IMPORTANT SAFETY RECALL

## Reprogram 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 [2017 (RU) Chrysler Pacifica] vehicles.

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 Powertrain Control Module (PCM) software on your vehicle <sup>[1]</sup> may cause an engine stall without prior warning, without lighting the Malfunction Indicator Lamp (MIL) or setting any Diagnostic Trouble Codes (DTC). In the majority of cases the stalling occurs at low speed, while decelerating, while at idle or while negotiating a turn. **Engine stalling results in a loss of motive power, which can cause vehicle 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 reprogram the PCM with new software. 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**

#### 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 Emission 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 Emission 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](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.



This notice applies to your vehicle.

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

U01/NHTSA 18V-049

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](http://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 U01.

# IMPORTANT SAFETY RECALL

## Reprogram 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 [2017 (RU) Chrysler Pacifica] vehicles.

### YOUR VEHICLE HAS ALREADY BEEN REMEDIED

According to our service records, your vehicle <sup>[1]</sup> was previously repaired under Technical Service Bulletin 18-069-17 or Customer Satisfaction Notification T23 - EGR Valve Function. Your Powertrain Control Module (PCM) software was reprogrammed at that time, which resolved an engine stalling issue without prior warning, without lighting the Malfunction Indicator Lamp (MIL) or setting any Diagnostic Trouble Codes (DTC). This campaign does not need to be performed on your vehicle.

**There is nothing more that you need to do.**

### CALIFORNIA RESIDENTS

The State of California requires the completion of emission recall repairs prior to vehicle registration renewal. This letter serves as your Vehicle Emission Recall Proof of Correction for this Emission Recall. **Be sure to save this letter since the California Department of Motor Vehicles may require that you supply it as proof that the Emission Recall has been performed.** Your dealer can also provide you with a Vehicle Emission Recall - Proof of Correction Form if necessary.

Vehicle Emission Recall - Proof of Correction				
License Number	Make	Year Model	Body Type	Vehicle Identification Number
#: _____	Chrysler	2017	Van	XXXXXXXXXXXXXXXXXX
Manufacturer	FCA US LLC	Recall Number		U01
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.				
Dealer's Name	FCA US LLC	800 Chrysler Drive Auburn Hills, MI 48326-7922		
Date	2/18/2018			
Manufacturer's Authorization			FCA US LLC	
Return this certificate to DMV <u>only</u> when required – otherwise retain for your records.				

### WHAT IF I HAVE QUESTIONS REGARDING THIS RECALL?

If you believe the PCM software in your vehicle <sup>[2]</sup> has not been reprogrammed or have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either [fcarecalls.com](http://fcarecalls.com) or 1 800-853-1403.

### 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.

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