



Revised January 2020

Dealer Service Instructions for:

Safety Recall UA9 / NHTSA 18V-739

Reprogram Powertrain Control Module

NOTE: Please ensure that **BOTH** the PCM and TCM software are updated to the latest software level (certain VINs have been reopened).

Remedy Available

2019 (KL) Jeep® Cherokee

NOTE: This recall applies only to the above vehicles equipped with a 2.4L engine (Sales Code EDE) built from October 01, 2017 through October 15, 2018 (MDH 100114 through 101515).

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 Transmission Control Module (TCM) on about 86,000 of the above vehicles may have been built with a transmission calibration that did not properly coordinate various aspects of transmission operation during deceleration, leading to the risk for a stall. An engine stall while driving can cause a vehicle crash without prior warning.

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 PCM or TCM is aborted or interrupted, repeat the procedure.

CAUTION: Both the PCM and TCM software must be updated during this procedure. Failure to do so may result in undesirable transmission shift quality. First the PCM must be reprogrammed; second the TCM must be programmed.

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**” 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.

Service Procedure [Continued]

NOTE: The PCM must be at the latest software calibration level after completing this recall.

8. From the **“Topology”** tab, select the **“PCM”** module icon.
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 15**.
 - If the **“Current ECU part Number”** is **NOT the same as one of the** **“New Part Numbers”**, continue with **Step 10**.
10. From the PCM tab, select the **latest** PCM flash part number. Read the flash special instructions page. Select **“OK”** to continue.
11. From the flash ECU agreement page, agree to terms by checking the box.
12. Select **“Flash ECU”** and then follow the wiTECH screen instructions to complete the flash.
13. Confirm the software is at the latest available calibration level.
14. Click **“View DTCs”**, select **“Clear All DTCs”**, click **“Continue”** and then click **“Close”**.
15. From the **“Action Items”** screen, select the **“Topology”** tab.

NOTE: The TCM must be at the latest software calibration level after completing this recall.

16. From the **“Topology”** tab, select the **“TCM”** module icon.

Service Procedure [Continued]

17. 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 22**.
 - If the “**Current ECU part Number**” is NOT the same as the “**New Part Number**”, continue with **Step 18**.
18. From the TCM tab, select the TCM flash part number. Read the flash special instructions page. Select “**OK**” to continue.
19. From the flash ECU agreement page, agree to terms by checking the box.
20. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.
21. Confirm the software is at the latest available calibration level.
22. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
23. Place the ignition in the “**OFF**” position and then remove the wiTECH micro pod II device from the vehicle.
24. Remove the battery charger from the vehicle.
25. Close the vehicle 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 one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect PCM and TCM Software Level	18-UA-91-81	0.2 hours
Inspect and Reprogram PCM Only	18-UA-91-82	0.3 hours
Inspect and Reprogram TCM Only	18-UA-91-83	0.3 hours
Inspect and Reprogram PCM and TCM	18-UA-91-84	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 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

UA9/NHTSA 18V-739

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 UA9.

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 [2019 (KL) Jeep® Cherokee] 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 Transmission Control Module (TCM) on your vehicle ^[1] may have been built with a transmission calibration that did not properly coordinate various aspects of transmission operation during deceleration, leading to the risk for a stall. **An engine stall while driving can cause a vehicle crash without prior 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 inspect the software level of the Powertrain Control Module (PCM) and if necessary, reprogram the PCM. Inspect the software level of the Transmission Control Module (TCM) and if necessary, reprogram the TCM with a new calibration. 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 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 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



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.



**REPROGRAM POWERTRAIN CONTROL
MODULE**

IMPORTANT SAFETY RECALL INFORMATION **UA9 / NHTSA 18V-739**

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

Dear: (Name)

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain **2019 model year Jeep® Cherokee vehicles**.

You were mailed a safety recall notice in November 2018 asking you to bring your vehicle in to your local dealer to have the software level in your Powertrain Control Module (PCM) and Transmission Control Module (TCM) inspected and updated, if required. Our records indicate your vehicle was at your dealership and this recall was subsequently closed.

Due to a recall inspection procedure issue, it was determined that **your vehicle's PCM or TCM may not have been properly inspected. We ask that you contact your local dealer to have the inspection of the software level in your PCM and TCM performed again. Your dealer will re-inspect your vehicle and make the necessary repair if required, FREE of charge.**

If you have additional questions or concerns about this issue, please contact the FCA US Recall Information Center at 1-800-853-1403. An FCA representative will be glad to answer any further questions you may have regarding this issue.

We apologize for any inconvenience this issue may have caused. Thank you for your attention to this important matter.

Customer Services / Field Operations
FCA US LLC