



August 2019

Dealer Service Instructions for:

Safety Recall V84 / NHTSA 19V-551

Body Control Module

Remedy Available

2018 - 2019 (GA) Alfa Romeo® Giulia

2018 - 2019 (GU) Alfa Romeo® Stelvio

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

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 Body Control Module (BCM) on about 21,900 of the above vehicles may have been built with suspect software that may indicate an incorrect fuel level (higher) on the cluster in specific conditions, which may cause the customer to run out of fuel even though the indicator shows that there is still fuel in the vehicle. The specific conditions include being parked on a grade of more than 10 degrees, staying in that position for a long enough period of time (approx. 30 minutes), and having a tank filled between 50-75%. At this point, the vehicle will think it went through a refuel and add a notch or two to the fuel gauge upon restart. This additional fuel reading will persist until an actual refuel takes place; after which, the fuel reading will be accurate once again. Inaccurate fuel indication may increase the risk of an engine stall due to fuel starvation, and can cause vehicle crash without prior warning.

Service Procedure

Reprogram the Body Control Module (BCM)

NOTE: The wiTECH 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 BCM is aborted or interrupted, repeat the procedure. The BCM 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 13.2 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 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.
8. From the “**Topology**” screen, click on the “**BCM**” icon.

Service Procedure (Continued)

9. From the “**BCM**” screen, select the “**Flash**” tab, then 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 14**.
 - 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.
11. Select “**Flash ECU**” then follow the wiTECH screen instructions to complete the flash.
12. Once the flash is complete, select the “**View DTCs**” tab.
13. Select the “**Topology**” icon, go to “**Action Items**” screen then select “**All DTCs**” tab, “**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:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Inspect BCM Software Level and Reprogram BCM with New Software	18-V8-41-82	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