

SAFETY RECALL

NORTH AMERICA

Carbon Ceramic Brake BSM Software Update



Reference: 68A / NHTSA 23V-382

FCA US LLC



Alfa Romeo

Remedy available for

2017-2020 (GA) Alfa Romeo® Giulia QV

2018-2020 (GU) Alfa Romeo® Stelvio QV

Template Version 1.0

Revision	Edition	Detail
0	July 2023	Initial Version.

SYMPTOM DESCRIPTION

The Brake System Module (BSM) software on about 719 of the above vehicles needs to be updated. Vehicles equipped with carbon ceramic matrix brakes may have an independent electronic parking brake with a roll away prevention feature that can put excessive pressure on the brake rotor in certain circumstances. During certain driving maneuvers, the brake system may react with an excessive clamp force that fractures the rotor which decreases brake performance. An unexpected decrease in brake performance can cause a vehicle crash without prior warning.

SCOPE

This recall applies only to the above vehicles equipped with carbon ceramic matrix brakes (sales code BRM).

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.

REPAIR TO BE PERFORMED

Update software for the Brake System Module (BSM) also known as The Antilock Brake System (ABS) module.

ALTERNATE TRANSPORTATION

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if the vehicle must be held overnight

COMPLETION REPORTING / 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 numbers and time allowances:

Labor Description	Number	Hrs
Inspect BSM Software at Latest Level	18-68-A1-81	0.2
Inspect/Update BSM Software	18-68-A1-82	0.4

Labor Description	Number	Allowance
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

Floor Plan Reimbursement represents the vehicle's average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on 06/06/2023 and the remedy was made available on 07/18/2023, therefore, the number of days cannot exceed 43 days.

Vehicle	Average Daily Allowance
2017-2020 (GA) Alfa Romeo® Giulia QV	██████
2018-2020 (GU) Alfa Romeo® Stelvio QV	██████

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

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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 service procedure:

Number	Description
NPN	wiTECH MicroPod II / MDP
NPN	Laptop Computer
NPN	wiTECH Software

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 / 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.

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SERVICE PROCEDURE

BSM software update

NOTE: The wiTECH scan tool must be used to perform this recall. If the reprogramming flash for the BSM (ABS in wiTECH) is aborted or interrupted, repeat the procedure.

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 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 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.

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

8. From the "Topology" tab, select the "ABS" module icon.
9. From the "Flash" tab, compare the "Braking System Module (ABS in wiTECH) Part Number" with the "New ABS Part Number" listed.
 - If the "Current ABS part Number" is the same as the "New Part Number", proceed to **Step 15**.
 - If the "Current ABS part Number" is NOT the same as the "New Part Number", continue with **Step 10**.
10. From the ABS tab, select the ABS 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 ABS" and then follow the wiTECH screen instructions to complete the flash.

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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. Place the ignition in the "**OFF**" position and wait at least 5 seconds for power latch. Then place again the ignition in the "**RUN**" position.
 16. Place the ignition in the "**OFF**" position and then remove the wiTECH micro pod II device from the vehicle.
 17. Remove the battery charger from the vehicle.
 18. Close the vehicle hood.
 19. Return the vehicle to inventory or the customer.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

68A/NHTSA 23V-382

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. RECOMMENDED OPTION

Call your authorized Alfa Romeo dealership.

2. Call Alfa Romeo Premium Care at 1-866-932-3881. 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 Alfa Romeo dealership, 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 68A.

IMPORTANT SAFETY RECALL

Carbon Ceramic Brake BSM 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 a defect, which relates to motor vehicle safety, exists in certain [2017 through 2020 Model Year (GA) Alfa Romeo® Giulia QV and 2018 through 2020 Model Year (GU) Alfa Romeo® Stelvio QV] 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 Brake System Module (BSM) software on your vehicle ^[1] needs to be updated. Vehicles equipped with carbon ceramic matrix brakes may have an independent electronic parking brake with a roll away prevention feature that can put excessive pressure on the brake rotor in certain circumstances. During certain driving maneuvers, the brake system may react with an excessive clamp force that fractures the rotor which decreases brake performance. **An unexpected decrease in brake performance 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, and if necessary, update the BSM software. The estimated repair time is 30 minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which require more time. Your time is important to us, so 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 ALFA ROMEO 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
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 Alfa Romeo Premium Care at 1-866-932-3881 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.