SAFETY RECALL
NORTH AMERICA
Defrost

STELLANTIS

Reference: 04B / NHTSA 24V-111

FCA US LLC

Jeep

Remedy available for

2021-2024 (JL) Jeep® Wrangler PHEV
2022-2024 (WL) Jeep® Grand Cherokee PHEV

Template Version 1.0

Revision	Edition	Detail
0	February 2024	Initial Version.

SYMPTOM DESCRIPTION

About 199,143 of the above Plug In Hybrid Electric Vehicles (PHEV)s may have been built with incorrectly programmed hybrid control processor (HCP) software which may result in a disabled windshield defrost system under certain conditions. Suspect vehicles may not have a functional defrosting and defogging system under certain conditions. A disabled windshield defrost system may decrease outward visibility in certain driving conditions which may cause a crash without prior warning.

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 571.103 S4.1 requires that "Each vehicle shall have a windshield defrosting and defogging system."

SCOPE

This recall applies only to the above Plug-In Hybrid Electric Vehicles (PHEVs).

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. Violation of this requirement by a dealer could result in a civil penalty of up to $27,168 per vehicle.
- Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery.
- Dealers should also perform this recall on vehicles in for service.

Involved vehicles can be determined by using the VIP inquiry process.

REPAIR TO BE PERFORMED

Update the Auxiliary Hybrid Control Processor (AHCP) then update the Hybrid Control Processor (HCP) with the latest available software to enable the defrost electric heater, valve, and pump.

IMPORTANT: The AHCP must be updated first before updating the HCP. Flash order sequence is CRITICAL!

Also update the Battery Pack Control Module (BPCM), Integrated Dual Charging Module (IDCM), Powertrain Control Module (PCM) and Transmission Control Module (TCM) if updated software exists for any of those modules.

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 AHCP and HCP Software Already at Most Recent Available Level	18-04-B1-81	0.2
Inspect and Update AHCP and HCP Software (**JL**)	18-04-B1-82	0.6
Inspect and Update AHCP and HCP Software (**WL**)	18-04-B1-83	0.5

NOTE: Use the related LOPs for updating the BPCM, IDCM, PCM and TCM if updated software exists for any of those modules.

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Related Operations	Number	Hrs
Update BPCM Software	18-04-B1-50	0.2
Update IDCM Software	18-04-B1-51	0.3
Update PCM Software.	18-04-B1-52	0.3
Update TCM Software.	18-04-B1-53	0.2

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

PARTS INFORMATION

No parts are required to perform this service procedure.

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

Number	Description
NPN	wiTECH 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

Update Module Software

> **NOTE: The wiTECH scan tool must be used to perform this Safety Recall. The wiTECH software is required to be at the latest release level before performing this procedure.**

> **NOTE: The BCPM, AHCP, HCP, IDCM, PCM, and TCM must all be updated to the latest available software at the conclusion of this repair procedure. Refer to all applicable published technical service bulletins for detailed repair procedures regarding updating the BCPM, IDCM, PCM, and TCM software.**

> **CAUTION: BPCM must be updated first. Failure to update the AHCP, HCP, IDCM, PCM, and TCM module following an BCPM software update may result in vehicle malfunctions.**

> **NOTE: Both the AHCP and AHCP must be at the latest available software calibration level to complete this Safety Recall.**

> **NOTE: If this software update flash process is interrupted/aborted, the flash should be restarted.**

> **NOTE: It is normal for the high voltage charging lamp on the dash to flash like there is a charging system failure while performing software updates.**

1. Install a 12-Volt battery charger. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to maintain 12-Volt continuous charge.

   > **NOTE: The vehicle MUST NOT be connected to a high voltage battery charger during the flash process.**

2. Connect the wiTECH MDP 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**" your "**Password**" and your "**Dealer Code**", then select "Finish" at the bottom of the screen.

6. Starting at the "**Vehicle Selection**" screen, select the vehicle to be updated.

7. From the "**Action Items**" screen, select the "**All Flashes**" tab.

   > **CAUTION: Make sure the BPCM calibration software is up to date <u>BEFORE</u> updating any other modules.**

8. The BPCM must be updated to the latest available software. Refer to applicable published technical service bulletins for detailed repair procedures regarding updating the BPCM software. Claim the 04B Related LOP for BPCM update if BPCM software requires updating.

   - Before updating the BPCM, Disable HV Battery Contactors using wiTECH - Go to the Misc Functions tab / Select Disable HV Battery Contactors / then follow the wiTECH prompts. Wait 5 minutes then use wiTECH to confirm that the contactors are open. If the contactors do not open turn the ignition on then off. Once successful a note will appear on the wiTECH screen indicating the contactors are open.

   - After updating the BPCM, enable HV Battery Contactors using wiTECH - Go to the Misc Functions tab / Select Enable HV Battery Contactors For Service / then follow the wiTECH prompts.

CAUTION: The AHCP software must be updated first before updating the HCP software. <u>Flash order sequence is CRITICAL!</u>

9. Select "**AHCP**" by clicking the arrow on the right side of the screen. Read the special flash instructions, then select "**OK**". Continue with **Step 10**.

   - If "**AHCP**" is not displayed as one of the available flashes, the **AHCP** software is already at the current software level and does not require updating. Proceed to **Step 14**.

10. From the "**Flash ECU Agreement**" page, agree to terms by "**Checking the Box**".

11. Select "**Flash ECU**" and then follow the wiTECH screen instructions to complete the flash.

12. Once the software is confirmed to be at the latest available calibration level, select "**View DTCs**".

13. Select the "**Clear All DTCs**" tab, then click "**Clear All DTCs**" and then select "**Close**". It may be necessary to cycle the ignition to OFF then back to RUN to clear the codes.

14. From the "**Action Items**" screen, select the "**All Flashes**" tab.

   <u>CAUTION: AHCP must be updated before updating the HCP</u>.

15. Select "**HCP**" by clicking the arrow on the right side of the screen. Read the special flash instructions, then select "**OK**". Continue with **Step 16**.

   - If "**HCP**" is not displayed as one of the available flashes, the **HCP** software is already at the current software level and does not require updating. Proceed to **Step 21**.

16. From the "**Flash ECU Agreement**" page, agree to terms by "**Checking the Box**".

17. Select "**Flash ECU**" and then follow the wiTECH screen instructions to complete the flash.

18. Once the software is confirmed to be at the latest available calibration level, select "**View DTCs**".

19. Select the "**Clear All DTCs**" tab, then click "**Clear All DTCs**" and then select "**Close**". It may be necessary to cycle the ignition OFF then back to RUN to clear the codes.

20. The IDCM, PCM, and TCM must be updated to the latest available software. Refer to all applicable published technical service bulletins for detailed repair procedures regarding updating the IDCM, PCM, and TCM software. Claim the 04B Related LOPs for IDCM, PCM, and TCM updates if software requires updating.

21. Place the ignition in the "**OFF**" position and then remove the wiTECH MDP device from the vehicle.

22. Remove the 12-volt battery charger from the vehicle.

23. Return the vehicle to the customer or inventory.