

SAFETY RECALL

NORTH AMERICA

Traction Control During Cruise Control



Reference: 22B / NHTSA 24V- 240

FCA US LLC



Remedy available for

2024 model year (RU) Chrysler Pacifica and Chrysler Voyager

Template Version 1.0

Revision	Edition	Detail
0	April 2024	Initial Version.

SYMPTOM DESCRIPTION

About 26,776 of the above vehicles may experience a loss of traction control while in cruise control. The Traction Control System (TCS) incorrectly uses the accelerator pedal position, instead of the calculated throttle position, as an input for system activation. TCS being inactive while cruise control is being used can allow wheel slip in certain low traction conditions, which can cause a vehicle crash without prior warning.

SCOPE

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

Software update to Antilock Brake System (ABS) control module to correct Traction Control System (TCS) implementation to allow TCS to view virtual accelerator pedal in cruise control scenarios.

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 ABS Software	18-22-B1-81	0.2
Inspect and Update ABS Software	18-22-B1-82	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 MicroPod II / MDP
NPN	Laptop Computer
NPN	wiTECH Software

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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.

Strictly respect STELLANTIS Group safety, cleanliness, and environmental instructions for any vehicle service.

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SERVICE PROCEDURE

Body Control Module (BCM) Software Update

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. Either the wiTECH MicroPod II or Mopar Diagnostic Pod (MDP) can be used for this ABS software update.

NOTE: If the reprogramming flash for the ABS is aborted or interrupted, repeat the procedure. The ABS software must be at the latest software calibration level after completing this recall.

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 or 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.
8. Select "ABS" by clicking the arrow on the right side of the screen. Read the special flash instructions, then select "OK". Continue with **Step 9**.
 - If "ABS" is not displayed as one of the available flashes, the BCM software is already at the current software level and does not require updating. Proceed to **Step 13**.
9. From the "Flash ECU Agreement" page, agree to terms by "Checking the Box".
10. Select "Flash ECU" and then follow the wiTECH screen instructions to complete the flash.
11. Once the software is confirmed to be at the latest available calibration level, select "View DTCs".
12. 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.

NOTE: Upon completion of ABS flash reprogramming, an ABS initialization must be performed.

13. On the Topology screen, select the "ABS Icon" then select "Misc Functions".
14. Select "ABS Initialization" then follow the screen prompts.

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15. 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.
 16. Place the ignition in the "**OFF**" position and then remove the wiTECH micro pod II / MDP device from the vehicle.
 17. Remove the battery charger from the vehicle.
 18. Close the engine compartment hood and return the vehicle to the customer or inventory.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

22B/NHTSA 24V-240

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 22B.

IMPORTANT SAFETY RECALL

Traction Control During Cruise Control

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain [2024 model year (RU) Chrysler Pacifica and Chrysler Voyager] 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?

Your vehicle ^[1] may experience a loss of traction control while in cruise control. The Traction Control System (TCS) incorrectly uses the accelerator pedal position, instead of the calculated throttle position, as an input for system activation. **TCS being inactive while cruise control is being used can allow wheel slip in certain low traction conditions, which can cause a vehicle crash without prior warning.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US LLC will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will update TCS 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 may 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 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.