

SAFETY RECALL

NORTH AMERICA

Hybrid Control Processor – Software



Reference: 73C / NHTSA 25V-576

FCA US LLC



Remedy available for

2022 - 2024 model year (WL) Jeep Grand Cherokee Plug-In Hybrid Electric Vehicles (PHEV)

Remedy not available for

2025 - 2026 model year (WL) Jeep Grand Cherokee Plug-In Hybrid Electric Vehicles (PHEV)

Template Version 1.0

Revision	Edition	Detail
1	September 2025	Remedy is now available for 2023 and 2024 model year vehicles.

SYMPTOM DESCRIPTION

The Battery Pack Control Module (BPCM) microprocessor on about 91,787 of the above vehicles may experience an overload condition resulting in a BPCM reset. During some BPCM resets, the Hybrid Control Processor (HCP) incorrectly interprets a signal from the BPCM. A BPCM reset which is incorrectly interpreted by the HCP may cause a loss of propulsion. An unexpected loss of propulsion can cause a vehicle crash without prior warning.

SCOPE

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

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 \$27,874 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

Reprogram the Auxiliary Hybrid Control Processor (AHCP) and Hybrid Control Processor (HCP) software.

ALTERNATE TRANSPORTATION

Dealers should proactively minimize customer inconvenience while the recall repair is being performed. Reference the Goodwill Alternate Transportation Guidelines warranty bulletin link within Recall Central on DealerCONNECT for options to support the customer while their vehicle is in service.

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 Module Software Level	18-73-C1-81	0.2
Reprogram AHCP and HCP Module Software	18-73-C1-82	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 09/11/2025 and the remedy for 2022 model year vehicles was made available on 09/25/2025, therefore, the number of days cannot exceed 14 days.

The remedy for 2023 and 2024 model year vehicles

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was made available on 09/26/2025, therefore, the number of days cannot exceed 15 days.

Vehicle	Average Daily Allowance
(WL) Jeep Grand Cherokee PHEV	██████████

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

For Mobile Service Reimbursement, dealer to include standard dealer entry and mark-up for parts, standard dealer entry and labor rate for service, as well as the special services code for mobile allowance. The special services LOP will only be paid once per VIN and may NOT be used in coordination with any Alternate Transportation claims.

For additional details, reference the Mobile Service Warranty Bulletin - for convenience, a copy has been linked within Recall Central on DealerCONNECT.

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 (MicroPod)
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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Hybrid Control Processor – Software



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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 HCP is aborted or interrupted, repeat the procedure.

NOTE: The PIM contains two processors, Hybrid Control Processor (HCP) and Auxiliary Hybrid Control Processor (AHCP). The AHCP must be updated prior to the HCP. The AHCP and HCP software must be at the latest software calibration level after completing this Recall.

1. Open the hood. Install a battery charger which can also support 50-60 amps 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.

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

2. Connect the wiTECH MDP (MicroPod) 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" tab, select the "AHCP" 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 16**.
 - If the "Current ECU part Number" is NOT the same as the "New Part Number", continue with **Step 10**.
10. From the AHCP tab, select the AHCP 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.

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

NOTE: After the flash is complete the vehicle rescan may take several minutes to complete. Do not turn off the vehicle or remove the MDP (MicroPod) from the vehicle in this time.

13. Confirm the software is at the latest available calibration level.

14. Cycle the ignition to the **"OFF"** position then back to the **"RUN"** position before clearing any DTCs that may have been set in any module during the flash process.

15. Click **"View DTCs"**, select **"Clear All DTCs"**, click **"Continue"** and then click **"Close"**.

16. From the **"Action Items"** screen, select the **"Topology"** tab.

17. From the **"Topology"** tab, select the **"HCP"** module icon.

18. 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 25**.

➤ If the **"Current ECU part Number"** is NOT the same as the **"New Part Number"**, continue with **Step 19**.

19. From the HCP tab, select the HCP flash part number. Read the flash special instructions page. Select **"OK"** to continue.

20. From the flash ECU agreement page, agree to terms by checking the box.

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

NOTE: After the flash is complete the vehicle rescan may take several minutes to complete. Do not turn off the vehicle or remove the MDP (MicroPod) from the vehicle in this time.

22. Confirm the software is at the latest available calibration level.

23. Cycle the ignition to the **"OFF"** position then back to the **"RUN"** position before clearing any DTCs that may have been set in any module during the flash process.

24. Click **"View DTCs"**, select **"Clear All DTCs"**, click **"Continue"** and then click **"Close"**.

25. Place the ignition in the **"OFF"** position and then remove the wiTECH MDP (MicroPod) device from the vehicle.

26. Remove the battery charger from the vehicle.

27. 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

73C/NHTSA 25V-576

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. RECOMMENDED OPTION

Call your authorized Chrysler / Jeep® / Dodge / 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 73C.

IMPORTANT SAFETY RECALL

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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 [2022-2026 model year (WL) Jeep Grand Cherokee] Plug-In Hybrid Electric Vehicles (PHEV).

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?

Due to a software error on your vehicle ^[1], the Hybrid Control Processor (HCP) may incorrectly interpret a signal from the Battery Pack Control Module (BPCM), which can cause a loss of drive power. **An unexpected loss of drive power 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 reprogram the HCP with updated 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. Ask your dealer for alternate transportation options while your vehicle is in service. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR CHRYSLER, JEEP®, DODGE 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 1-888-275-9171), 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.