

5/11/2016 MY 16 WD, WK

GPOP - Issue Review System

Part Number: 68253994A\$, 68253995A\$, 68253996A\$, 68253997A\$, 68253998A\$, 68253999A\$, 68254000A\$, 68254001A\$, 68254002A\$, 68254003A\$, 68254004A\$, 68254006A\$, 68254007A\$, 68254008A\$, 68254011A\$, 68254012A\$, 68254015A\$, 68254016A\$, 68254026A\$, 68254027A\$, 68254028A\$, 68254029A\$, 68254030A\$, 68254031A\$, 68254032A\$, 68254033A\$, 68254036A\$, 68254038A\$, 68254039A\$, 68254040A\$, 68254041A\$, 68254042A\$, 68254043A\$, 68254044A\$, 68254045A\$, 68254048A\$, 68254050A\$, 68254053A\$, 68253728A\$, 68253725A\$, 68253824A\$, 68253823A\$, 68254035A\$, 68253730A\$, 68253735A\$

Part Description: Integrated Center Stack

Issue

Description: If vehicle is found within 50 mile radius of the Detroit Metro area please hold vehicle and contact:~

Contact one of the following:~

Daniel Acciacca CELL (586) 709-1537~
Bruce Cartwright CELL (586) 306-8899~
Ayed Hadaad CELL (248) 941-8707~
Patrick Walster CELL (248) 890-3561~

Issue 1:~

2016 WK - Auto Stop/Start complaints affecting Integrated Center Stacks (ICS)~

Chrysler engineering is requesting to review in-person a 2016 WK before it is disturbed with the above-mentioned complaint (anywhere in SouthEast Michigan).~

The issue in question is Auto Stop/Start disable – PCM - Switch Correlation Fault Code B23C3~

We need the vehicle to remain undisturbed so that the team can perform progressive disassembly and determine if there is an impact of the ICS to I/P mounting on this issue.~

Issue 2:~

On a 2016MY WK (Grand Cherokee) and WD (Durango), the Integrated Center Stack (ICS) may experience a lock-up condition (complete loss of functionality) during any vehicle diagnostic session (reading fault codes, clearing fault codes, reflashing of any module, etc.). If this occurs, do not replace the ICS. The module functionality can be restored if it is reset by disconnecting power to it (by removing fuse, battery disconnect or module connector disconnect).~

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Contact Us at CAGRIS@Chrysler.com for feedback related ONLY to this GPOP Tech Tip. DO NOT email regarding repair procedures unrelated to this Tech Tip or part order inquires. Please include the Part Number (s) and Tech Tip Part Description of the Tech Tip you are referencing for our tracking system.