



September 2017

Dealer Service Instructions for:

## **Customer Satisfaction Notification T52 Reprogram Transmission Control Module**

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### **Models**

**2017 (KL) Jeep® Cherokee**

*NOTE: This campaign applies only to the above vehicles equipped with 3.2L engine with stop - start feature (sales code **EHK**). Built from July 26, 2016 through June 12, 2017 (MDH 072600 through 061206).*

**IMPORTANT:** Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### **Subject**

The vehicle speed on about 24,000 of the above vehicles maybe limited if certain conditions are met. This can occur if the vehicle is brought to a full stop and the gear shifter is immediately moved from “DRIVE” to “PARK” and then the key position is changed from “RUN” to “ACC”. This action will cause the transmission to be limited to one gear and a maximum speed of 30 – 45 mph and will illuminate the Malfunction Indicator Lamp (MIL) on the instrument cluster and will set P0810 fault code.



**Service Procedure****Reprogram the TCM Module**

**NOTE: The wiTECH 2.0 scan tool must be used to perform this recall. This procedure must be performed with the latest software release level. If the reprogramming flash for the TCM is aborted or interrupted, repeat the procedure.**

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.2 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 a wiTECH 2.0 Diagnostic session.
5. Enter your “**User id**” and “**Password**”, and then select “**Finish**”.
6. Starting at the “**Vehicle Selection**” screen, select the row/tool for the wiPOD device you are using.
7. Select the “**Next**” tab at the bottom of the screen.
8. From the “**Vehicle View**” screen, click on the “**TCM**” icon.

**Service Procedure (Continued)**

9. From the **“TCM View”** screen select the **“Flash”** tab. Compare the **“Current Flash Number”** with the **“New Part Number”** listed on the **“sort table”**. If the **“Current Flash Number”** is the same as the **“New Part Number”** continue to Step 16. If the part numbers are not the same, continue with Step 10.
10. Select the desired flash file.
11. From the **“TCM Flash”** screen follow the wiTECH 2.0 screen instructions to complete the flash.
12. Select view all DTC’s.
13. From vehicle view screen select **“TCM”** icon.
14. Select the **“Clear Stored DTCs”** button.
15. From the **“TCM View”** screen, compare the **“Current Flash Number”** with the **“New Part Number”** listed on the **“sort table”**. If the **“Current Flash Number”** is the same as the **“New Part Number”** the flash is complete. Continue with Step 16. If the part numbers are not the same, repeat Steps 9 through 15.
16. Turn the ignition to the **“OFF”** position, remove the wiTECH micro pod II and battery charger from the vehicle and then close the hood.
17. Return the vehicle to the customer.

**Complete Proof of Correction Form for California Residents**

This campaign is subject to the State of California Registration Renewal/Emissions Recall Enforcement Program. Complete a Vehicle Emission Recall Proof of Correction Form (Form No. 81-016-1053) and **supply it to vehicle owners residing in the state of California** for proof that this campaign has been performed when they renew the vehicle registration.

**Completion Reporting and 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 Customer Satisfaction Notification service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect TCM software level	18-T5-21-81	0.2 hours
Reprogram the TCM module	18-T5-21-82	0.3 hours

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

### **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 and Service Scheduling**

All involved vehicle owners known to FCA are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this notification. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

### **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 campaign launch, those with a phone number, city, zip code, or VIN sequence.

**Dealers should 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.

*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 notification 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 Service / Field Operations  
FCA US LLC

This notice applies to your vehicle.

[Model Year and Model]  
XXXXXXXXXXXXXXXXXXXX

T52

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

You can find your nearest dealer and review all your scheduling options from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity.

#### DEALERSHIP INSTRUCTIONS

Please reference CSN T52.

## CUSTOMER SATISFACTION NOTIFICATION

### Reprogram Transmission Control Module

Dear [Name],

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle <sup>[1]</sup>. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2017 Model Year Jeep® Cherokee] vehicles equipped with engine stop-start.

#### WHY DOES MY VEHICLE NEED REPAIRS?

Your vehicle speed may be limited if certain conditions are met. This can occur if the vehicle is brought to a full stop and the gear shifter is immediately moved from "DRIVE" to "PARK" and then the key position is changed from "RUN" to "ACC". **This action will cause the transmission to be limited to one gear and a maximum speed of 30 – 45 mph, and will illuminate the Malfunction Indicator Lamp (MIL) on the instrument cluster.**

#### HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION

FCA will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will reprogram the transmission control module. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is an half hour. 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 1-800-853-1403  
OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

#### CALIFORNIA RESIDENTS

The State of California requires the completion of emission repairs prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Proof of Correction Form after the CSN service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the CSN has been performed.

#### 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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 satisfaction. 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 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](http://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.