



April 2020

Dealer Service Instructions for:

## **Customer Satisfaction Notification VA7 3.0L Diesel Performance**

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### **Remedy Available**

**2014-2016 (WK) Jeep® Grand Cherokee**

**2014-2016 (DS) RAM 1500 Pickup**

*NOTE: This recall applies only to the above vehicles equipped with a 3.0L turbo diesel engine (sales code EXF).*

*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 used vehicle inventory. Dealers should complete this campaign service on these vehicles before retail delivery.

Dealers should perform this campaign on vehicles in for service, but they should do so only if the customer consents to the campaign after reviewing the Owner Letter attached to these instructions, which dealers must print and provide to the customer.

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

## Subject

The original version of the Approved Emissions Modification (AEM) software released in May of 2019 with Emissions Recall V08/V11 caused a slight hesitation or lag in acceleration during approximately the initial five minutes of driving after engine start until the engine and exhaust warm up. This problem, which was reported by only a small percentage of drivers, has been addressed by an updated AEM that the U.S. Environmental Protection Agency and the California Air Resources Board approved in December of 2019. With the updated AEM, for a short period of time after engine start, some customers may have to depress the accelerator pedal further to minimize any hesitation or lag in acceleration.

## Repair

**NOTE: Dealers must print the Owner Letter and provide that document to the customer before performing VA7. The Owner Letter may be obtained from DealerCONNECT or from the final pages of this document.**

Reprogram the PCM.

## Parts Information

### **Process steps to print Owner Letter from DealerCONNECT:**

1. Access the “**DealerCONNECT**” website.
2. Locate the “**Recall Resources**” section.
3. Under the “**Recall Central**” heading, select the “**Recalls**” link.
4. Locate the “**Repair Information**” section.
5. Select the “**VA7 Owner Letter**” link.
6. Print a copy of the Owner Letter.
7. Provide the Owner Letter to the customer before performing VA7.



## Service Procedure

**NOTE: Provide Owner Letter to customer before beginning.**

### **Reprogram PCM**

**CAUTION:** For 2014 model year vehicles, do not interrupt the PCM software update process in any way once it has begun. It may cause permanent damage to the PCM which will require replacement. For 2014 model year vehicles it is highly recommended to have a new generic PCM unit available at the workshop before starting the Repair 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.

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 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.

## Service Procedure [Continued]

7. From the “**Action Items**” screen, select the “**Topology**” tab.
8. From the “**Topology**” tab, select the “**PCM**” 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 14**.
  - If the “**Current ECU part Number**” is NOT the same as the “**New Part Number**”, continue with **Step 10**.
10. From the PCM tab, select the PCM 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.
12. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.
13. Confirm the software is at the latest available calibration level.
14. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”. An ignition switch off/on cycle may be necessary to clear the DTCs.
15. Turn the ignition to the “**OFF**” position.
16. Disconnect the wiTECH micro pod II from the vehicle.
17. Remove the battery charger from the vehicle.
18. Return the vehicle to the customer.

## **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 the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect PCM Software Level	18-VA-71-81	0.2 hours
Inspect and Reprogram PCM	18-VA-71-82	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.

## 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]

VIN XXXXXXXXXXXXXXXXXXXX

VA7

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.

#### DEALERSHIP INSTRUCTIONS

Please reference CSN VA7

## NOTIFICATION OF UPDATE TO APPROVED EMISSIONS MODIFICATION FOR 3.0L ECODIESEL VEHICLES

Dear [Name],

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. Our records indicate that you own or lease <sup>[1]</sup> a model year 2014-2016 Ram 1500 or Jeep Grand Cherokee vehicle equipped with a 3.0L diesel engine (EcoDiesel) and that you recently had an authorized Chrysler/Dodge/ Jeep®/Ram dealership perform Emissions Recall V08/V11 to install the Approved Emissions Modification ("AEM"). As you may recall, FCA US offered you the AEM pursuant to a court-approved agreement with the U.S. Environmental Protection Agency (EPA) and the California Air Resources Board (CARB) that required changes to the emission control system software intended to ensure that the vehicles' emissions are in compliance with the emissions standards to which they were originally certified. We write to notify you that an update to this AEM is available. FCA US will provide the updated AEM at no additional cost to you. If you receive the updated AEM, you will also receive an extension of your warranty, as further described below.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The AEM installed on your vehicle may cause a slight hesitation or lag in acceleration during approximately the initial five minutes of driving after engine start until the engine and exhaust warm up. This problem, which has been reported by only a small percentage of drivers, has been addressed by an updated AEM that the EPA and CARB approved in December of 2019. FCA will install this updated AEM on your EcoDiesel vehicle at no cost to you. With the updated AEM, for a short period of time after engine start, some customers may have to depress the accelerator pedal further to minimize any hesitation or lag in acceleration.

#### WILL I RECEIVE AN EXTENSION TO THE WARRANTY IF I COMPLETE THE UPDATED AEM?

Yes, FCA US will extend your existing AEM warranty after you complete the updated AEM. The details of your AEM warranty, including the parts and systems covered by the warranty, are described in a notice that FCA US previously provided to you, and are also available online at [www.EcoDieselSettlement.com](http://www.EcoDieselSettlement.com).

Your existing AEM warranty remains in effect, and, once the updated AEM described in this notice is installed in your vehicle, FCA US will extend the 4 year or 48,000 mile warranty by an additional 12 months or 12,000 miles, from the date and mileage that your vehicle received the original AEM. Accordingly, for those vehicles that first received the original AEM and then receive this updated AEM, the Extended Warranty period is the greater of: (i) 10 years from the date of initial sale or 120,000 actual miles on the vehicle odometer, whichever comes first; and (ii) 5 years or 60,000 miles from the date and mileage of installing the original AEM on the vehicle, whichever comes first. For more information about the additional extended warranty coverage associated with the updated AEM, please call 1-800-853-1403.

## HOW DO I RECEIVE THE UPDATED AEM?

To install the updated AEM, your dealer will reprogram the engine control module in your vehicle. The work will take approximately 1 hour to complete, although additional time may be necessary depending on service schedules. FCA will provide a loaner vehicle at no cost if your service is scheduled to take longer than three hours or is not complete within three hours of the scheduled start of the appointment. If you receive a loaner vehicle, you will have 24 hours to return the vehicle from the time FCA notifies you that the service is complete. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,  
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

We apologize for any inconvenience this service may cause to your schedule, but want you to be able to take advantage of this improvement. FCA is committed to providing our customers with world-class quality products, ensuring that you have a positive dealership experience, and following up on any issues and concerns that you may have in a timely manner through our Customer Care Center. Thank you for being our customer.

Customer Assistance/Field Operations  
FCA US LLC



**Mr. Mrs. Customer**  
**1234 Main Street**  
**Hometown, MI 48371**