



July 2020

Dealer Service Instructions for:

Customer Satisfaction Notification W41 Reprogram Powertrain Control Module

Remedy Available

2014-2016 (WK) Jeep® Grand Cherokee

NOTE: This campaign applies only to the above vehicles equipped with a 3.0L diesel engine that have received Emissions Recall V08/V11/V16/VA7.

NOTE: Some vehicles above may have been identified as not involved in this campaign and therefore have been excluded from this campaign.

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 also perform this campaign on vehicles in for service that have received V08/V11/V16/VA7, but they should do so only with the customer's consent. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The above vehicles are equipped with a diesel particulate filter (DPF) that is designed to capture particulate matter (PM) that is formed in the engine. As explained in the owner's manual, the DPF has a self-cleaning mode to remove accumulated PM. If the DPF is not able to complete this self-cleaning, Diagnostic Trouble Code (DTC) P2463 (Diesel Particulate Filter Restriction – Soot Accumulation) may set. This would result in a Malfunction Indicator Lamp (MIL) and engine derate until the vehicle is serviced at a dealership. This update to the Powertrain Control Module (PCM) should help to reduce the total amount of time that the above vehicles need to spend in this self-cleaning mode and may increase the amount of time for the customer to respond to the message on the instrument cluster before potentially setting P2463.

Repair

Inspect the current PCM software level and perform an update if a newer version of software is available.

Parts Information

No parts are required to perform this service procedure.

Parts Return

No parts return required for this campaign.

Service Procedure

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 one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect PCM Software Level	18-W4-11-81	0.2 hours
Inspect and Reprogram PCM	18-W4-11-82	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

W41

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 W41

NOTIFICATION OF UPDATE TO APPROVED EMISSIONS MODIFICATION FOR JEEP GRAND CHEROKEE 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 a model year 2014-2016 Jeep Grand Cherokee vehicle equipped with a 3.0L diesel engine (EcoDiesel)^[1] 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 an 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. FCA US has observed an increase in occurrences of Diagnostic Trouble Code (DTC) P2463 (Diesel Particulate Filter Restriction – Soot Accumulation) setting in Jeep Grand Cherokees vehicles updated with the AEM as compared to vehicles without the AEM. To help address this, we have prepared an update to the powertrain control module (PCM) that will be provided at no additional cost to you.

WHY DOES MY VEHICLE NEED REPAIRS?

Your vehicle is equipped with a diesel particulate filter (DPF) that is designed to capture particulate matter (PM) that is formed in the engine. As explained in the owner's manual, the DPF has a self-cleaning mode to remove accumulated PM. If the DPF is not able to complete this self-cleaning, DTC P2463 may set. This would result in a Malfunction Indicator Lamp (MIL) and engine derate until the vehicle is serviced at a dealership. This update to your PCM should help to reduce the total amount of time that your vehicle needs to spend in this self-cleaning mode and may increase the amount of time to respond to the message on the [Electronic Vehicle Information Center]/[Driver Information Display] before potentially setting DTC P2463. Even with this PCM update, as specified in the owner's manual, please follow the messages on the [Electronic Vehicle Information Center]/[Driver Information Display] related to the DPF self-cleaning mode to help prevent this DTC from setting.

HOW DO I RECEIVE THE UPDATED AEM?

FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the current PCM software level and perform an update if a newer version of software is available. 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.

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.^[2] 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 repair performed.

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

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
FCA US LLC

[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] 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.



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] 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.