



July 2020

Dealer Service Instructions for:

## **Customer Satisfaction Notification W42 Reprogram Powertrain Control Module**

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### **Remedy Available**

**2018 (WK) Jeep® Grand Cherokee**

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

*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. 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

**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.
7. From the “**Action Items**” screen, select the “**Topology**” tab.

**Service Procedure [Continued]**

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:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect PCM Software Level	18-W4-21-81	0.2 hours
Inspect and Reprogram PCM	18-W4-21-82	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.

## **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

W42

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](http://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 W42.

## CUSTOMER SATISFACTION NOTIFICATION

### Reprogram Powertrain 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 regarding an important improvement 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 [2018 Model Year (WK) Jeep Grand Cherokee] vehicles equipped with a 3.0L diesel engine.

#### 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, 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 your Powertrain Control Module (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 instrument cluster display before potentially setting P2463. Even with this PCM update, as specified in the owner's manual, please follow the messages on the instrument cluster display related to the DPF self-cleaning mode to help prevent this DTC from setting.

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

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.

**TO SCHEDULE YOUR FREE REPAIR,  
CALL YOUR CHRYSLER, DODGE, JEEP 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[2]</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 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  
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] 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.