



Revision 2 April 2022

Dealer Service Instructions for:

Customer Satisfaction Notification Z23

Radio Frequency Hub Module

NOTE: Added Part Return information in “Parts Return” section.

Remedy Available

2022 (WL) Jeep® Grand Cherokee

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 new vehicle inventory. Dealers should complete this campaign service on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in used vehicle inventory and those vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Radio Frequency Hub Module (RFHM) on about 5,231 of the above vehicles may have software which can cause a no start condition.

Repair

Inspect the label part number on the RFHM and if required, replace the RFHM.

Parts Information

All involved dealers will have the parts allocated to them.

Parts Return

Please return module part number: 68379519AM

Please return all parts back to your facing depot using Return Code 02 before May 13th, 2022.

Special Tools

The following special tools are required to perform this repair:

- NPN wiTECH MicroPod II
- NPN Laptop Computer
- NPN wiTECH Software

Service Procedure

NOTE: Both keys fobs MUST be present in the vehicle to sync the key fobs to the replaced RFH module.

If only one key fob is available, please advise the customer that the second key fob will not have any remote function, however the vehicle will have the start function. Advise the customer to drive the vehicle with the second key fob inside the vehicle for 5 minutes which will synchronize the second key fob to the replaced RFH module and restore all the key fob functions.

A. RFHM Removal and Installation Procedure.

1. Using a trim stick or equivalent, disengage the retaining tabs of the rear header trim panel from the inner roof panel and remove the trim panel.
2. Lower the headliner to access the Radio Frequency Hub Module (**RFHM**) located at the center rear.
3. Inspect the label part number on the **RFHM** (Figure 1).

- Does the **RFHM** part number end with an “AM”?
 - If “Yes” proceed to step 4.
 - If “No” reinstall the inner roof panel trim and return the vehicle to the customer.



Figure 1 – RFHM Label

4. Disconnect the battery negative cable.
5. Disconnect all the wire harness connectors at the **RFHM**.
6. Remove the retainers and remove the **RFHM** from the vehicle and **DISCARD**.
7. Align the **NEW RFHM** to the retainers and secure them.
8. Reconnect all the electrical connectors.

Service Procedure [Continued]

9. Align and install the trim panel.
10. Program the **RFHM** to the latest software after replacement. Detailed instruction for programming control module using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.

NOTE: Both keys fobs MUST be present in the vehicle to sync the key fobs to the replaced RFH module.

If only one key fob is available, please advise the customer that the second key fob will not have any remote function, however the vehicle will have the start function. Advise the customer to drive the vehicle with the second key fob inside the vehicle for 5 minutes which will synchronize the second key fob to the replaced RFH module and restore all the key fob functions.

11. Using wiTECH in Guided Diagnostic run IMMOBILIZER MODULE REPLACEMENT routine.
12. Using wiTECH select RFH ICON>MISC FUNCTIONS TAB>PROGRAM NOMINAL TIRE PRESSURE VALUES (must match the tire pressure values highlighted on tire placard located on the driver door opening).
13. Clear any DTCs that may have been set in any module due to the replacement. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
14. Road test the vehicle to relearn TPM sensor ID's (10-minute road test) at a minimum speed of 24 km/h (15mph).
15. Clear DTC's after road test.

NOTE: Verify all warning lights have turned off (TPM light), and the tire pressures are correctly showing in the IPC and match the tire placard on the door label.

16. Return the vehicle to inventory or 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 numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Inspect RFHM label part number	08-Z2-31-81	0.2 hours
Inspect and Replace RFHM and perform immobilizer replacement routine	08-Z2-31-82	0.8 hours
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

Floor Plan Reimbursement represents the vehicle's average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on **02/23/2022** and the remedy was made available on **02/25/2022**, therefore, the number of days cannot exceed **2** days.

Vehicle	Average Daily Allowance
2022 (WL) Jeep Grand Cherokee	\$4.53

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 campaign 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 XXXXXXXXXXXXXXXXXX

Z23

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 Z23.

CUSTOMER SATISFACTION NOTIFICATION

Radio Frequency Hub 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 ^[1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2022 Model Year (WL) Jeep Grand Cherokee] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The Radio Frequency Hub Module (RFHM) in your vehicle may have software which can cause a no start condition.

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 replace and reprogram the RFHM. The estimated repair time is about 1 hour. 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 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.

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.