



Revision 1 April 2023

Dealer Service Instructions for:

## Customer Satisfaction Notification 23A Electric Vehicle Mode

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**NOTE: Added additional information in the Labor Operations Section.**

### Remedy Available

**2022 - 2023 (JL) Jeep® Wrangler 4Xe (PHEV)**

*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 full electric vehicle mode on about 27,500 of the above vehicles may not be available due to an incorrectly enabled engine maintenance mode designed to protect the engine from failure due to diluted oil.

### Repair

Reprogram the PCM, HCP/AHCP for **2023 MY** vehicles  
Reprogram the PCM for **2022 MY** vehicles.



## Service Procedure

**NOTE: The wiTECH scan tool must be used to perform this customer satisfaction notification. The wiTECH software is required to be at the latest release level before performing this procedure.**

**NOTE: If this software update flash process is interrupted/aborted, the flash should be restarted.**

**NOTE: It is normal for the high voltage charging lamp on the dash to flash like there is a charging system failure while performing software updates.**

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.
2. Connect the wiTECH MDP 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.
8. Create a Vehicle Scan Report (VSR) before proceeding with software updates.
9. From the topology screen select the Battery Pack Control Module (BPCM) icon. Under the “**Misc Functions**” tab select “**Disable HV Battery Contactors**” and follow screen prompts.

**Service Procedure [Continued]**

10. Confirm contactors open using wiTECH. (If contactors do not open key on and key off the vehicle). Once successful a note will appear on the wiTECH screen indicating that contactors are now open.

**IMPORTANT: To prevent Diagnostic Trouble Code (DTC) P0AA4 from setting, wait 5 minutes after verifying BPCM high voltage battery contactors are disabled before proceeding with software update.**

11. From the “**Topology**” tab, select the “**PCM**” module icon.
12. 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 18**.
  - If the “**Current ECU part Number**” is NOT the same as the “**New Part Number**”, continue with **Step 13**.
13. From the PCM tab, select the PCM flash part number. Read the flash special instructions page. Select “**OK**” to continue.
14. From the “**Flash ECU Agreement**” page, agree to terms by “**Checking the Box**”.
15. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.
16. Confirm the software is at the latest available calibration level.
17. Cycle the ignition to the “**OFF**” position then back to the “**RUN**” position before clearing any DTCs that may have been set in any module during the flash process.
18. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**”.

**Service Procedure [Continued]**

19. From the “**Topology**” tab, select the “**HCP/AHCP**” module icon.
20. 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 26**.
  - If the “**Current ECU part Number**” is NOT the same as the “**New Part Number**”, continue with **Step 21**.
21. From the HCP tab, select the **HCP/AHCP** flash part number. Read the flash special instructions page. Select “**OK**” to continue.
22. From the “**Flash ECU Agreement**” page, agree to terms by “**Checking the Box**”.
23. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.
24. Confirm the software is at the latest available calibration level.
25. Cycle the ignition to the “**OFF**” position then back to the “**RUN**” position before clearing any DTCs that may have been set in any module during the flash process.
26. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
27. Using wiTECH, from the topology screen select the Battery Pack Control Module (BPCM) icon. Under the “**Misc Functions**” tab select “**Enable HV Battery Contactors**” and follow screen prompts. Once successful a message will appear on the wiTECH screen indicating that contactors are now closed.
28. Verify the contactors are working – listen for a clicking noise when contactors open and close when the vehicle ignition is cycled on and off.
29. Generate a VSR to ensure P0AA4/P0AA1 or any DTC is not active or pending.

## Service Procedure [Continued]

30. Place the ignition in the “**OFF**” position and then remove the wiTECH micro pod II device from the vehicle.
31. Remove the battery charger from the vehicle.
32. Close the vehicle hood and return the vehicle to the customer or vehicle inventory.

## 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:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect PCM, HCP/AHCP software	18-23-A1-81	0.2 hours
Reprogram PCM, (HCP/AHCP) software (Includes Contactor Routine)	18-23-A1-82	0.3 hours
<b><u>Related Operations For 18-23-A1-82</u></b>		
Reprogram PCM <b>2022MY and 2023 MY</b>	18-23-A1-50	0.2 hours
Reprogram Hybrid Control Processor Module (HCP/AHCP) <b>2023 MY Only</b>	18-23-A1-52	0.4 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 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.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

23A

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 23A.

# CUSTOMER SATISFACTION NOTIFICATION

## Electric Vehicle Mode

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 [2022 - 2023 Model Year (JL) Jeep Wrangler] PHEV vehicles.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The full electric vehicle mode on your vehicle may not be available due to an incorrectly enabled engine maintenance mode designed to protect your engine from failure due to diluted oil.

#### 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 reprogram several electronic modules. The estimated repair time is about 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.