

# CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

## Radio Features



FCA US LLC

Reference: 81A



2021 - 2023 (RU) Chrysler Pacifica/Voyager



2021 - 2023 (WD) Dodge Durango



2021 - 2023 (MP) Jeep Compass

Template Version 1.8

Revision	Edition	Detail
0	July 2023	Initial Version.

### SYMPTOM DESCRIPTION

The radio on about on about 9,980 of the above vehicles may not have access to the connected features and may not receive any Firmware Over The Air (FOTA) updates.

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

### REPAIR TO BE PERFORMED

Perform Radio VIN Lock routine using wiTECH.

### COMPLETION REPORTING / 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 recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Perform Radio Original VIN Lock routine	18-81-A1-82	0.3hrs

**NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.**

### PARTS INFORMATION

No Parts required

### PARTS RETURN

No parts return required for this campaign.

### SPECIAL TOOLS

The following special tools is /are required to perform this repair:

Number	Description
NPN	wiTECH MicroPod II / MDP
NPN	Laptop Computer
NPN	wiTECH Software

### DEALER NOTIFICATION

To view this notification on DealerCONNECT, select "Global Recall System" on the Service tab, then click on the description of this notification.

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### 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.**

1. 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 voltmeter 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"** your **"Password"** and your **"Dealer Code"**, then select **"Finish"** at the bottom of the screen.
6. Starting at the **"Vehicle Selection"** screen, select the vehicle to be updated.
7. From the **"Action Items"** screen, select the **"Topology"** tab.
8. From the **"Topology"** tab, select the **"Radio"** module icon.
9. From the selections tab, select **"Misc. Functions"**.
10. Select **"Radio Original VIN Lock"**.
11. Follow all screen prompts until completion.
12. Once the VIN lock procedure is complete, select close.
13. Run the vehicle for 10 minutes.
14. Select the **"Data"** tab and verify that the VIN Lock state value in **"VIN Locked by odometer"**. At this point, the VIN is Locked to the ECU.

**NOTE: If the VIN is NOT LOCKED "NOT PRESENT" will be displayed.**

15. Enter Radio/ETM Dealer Mode by following these steps below:
  - a) Turn the screen off using the designated **"Screen Off"** button on the far right of the screen. **Do NOT press the power button in the center of the volume knob to turn the screen off.**
  - b) Place your fingers on the lower left and upper right corners of the screen for 5-10 seconds.

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**Service Procedure**

16. Verify the dealer mode screen on the radio for the ECU Certificate to shows "Present".
17. Clear any diagnostic Trouble Codes (DTCs) that may have been set.
18. Turn the ignition to the "**OFF**" position and then remove the wiTECH micro pod II device from the vehicle.
19. Remove the battery charger from the vehicle.
20. Return the vehicle to the customer.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

81A

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 81A.

# CUSTOMER SATISFACTION NOTIFICATION

## Radio Features

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 [2021 - 2023 Model Year (RU) Chrysler Pacifica/Voyager, (WD) Dodge Durango, and (MP) Jeep Compass] vehicles.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The radio in your vehicle may not have access to the connected features and may not receive any Firmware Over The Air (FOTA) updates.

#### 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 enable the radio features and FOTA. The estimated repair time is 20 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.