



January 2019

Dealer Service Instructions for:

## Safety Recall UC4 / NHTSA 18V-917 Instrument Panel Cluster

---

### Remedy Available

**2019 (KL) Jeep® Cherokee**

*NOTE: This recall applies only to the above vehicles equipped with a low-line cluster built from May 08, 2018 through May 23, 2018 (MDH 050821 through 052314).*

**IMPORTANT:** Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### Subject

The instrument panel cluster on about 52 of the above vehicles may become non-operational. A non-operational instrument cluster will be unable to provide information such as warning chimes, messages, and gauges. The loss of a functional instrument cluster may prevent the activation of warning chimes, messages, and gauges to provide vehicle information to the driver, which may increase the risk of a crash without warning.

### Repair

Replace all suspect low-line instrument clusters.

## Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle. Clusters must be ordered once the vehicle is held by the dealer. Vehicles must be held until a replacement cluster is installed.

## Parts Information

**NOTE: Clusters can only be ordered through [campaignteam@fcagroup.com](mailto:campaignteam@fcagroup.com). Please provide the VIN, Mileage, and Dealer Code. The Supply Chain team will order the cluster from the supplier. These parts will be shipped SSD.**

## Parts Return

No parts return required for this campaign.

## Special Tools

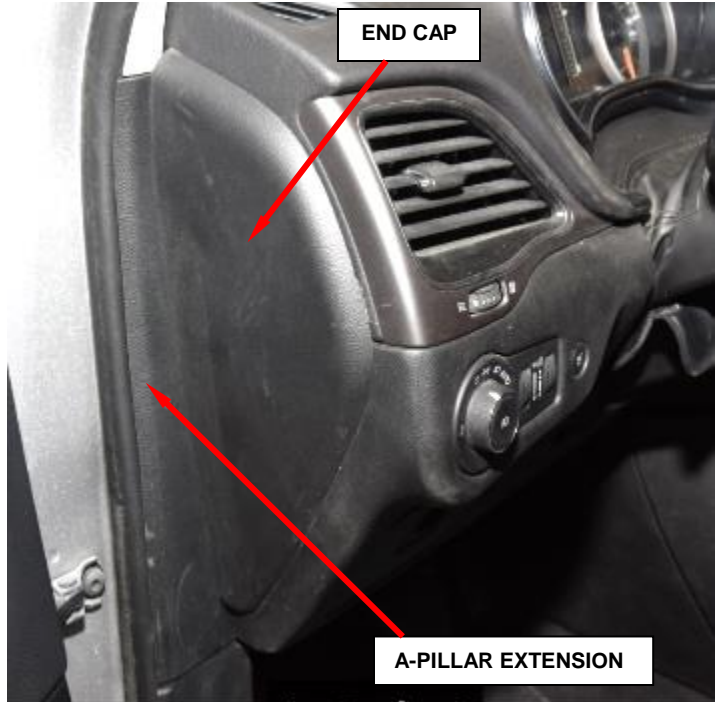
**The following special tools are required to perform this repair:**

- NPN wiTECH micro pod II
- NPN Laptop Computer
- NPN wiTECH Software

**Service Procedure**

**Replace Instrument Panel Cluster (IPC)**

1. Disconnect and isolate the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cable.
2. Using a trim stick C-4755 or equivalent, remove the driver’s side end cap (Figure 1).
3. Using a trim stick C-4755 or equivalent, remove the driver’s side A-pillar extension (Figure 1).



**Figure 1 – End Cap / A-Pillar Extension**

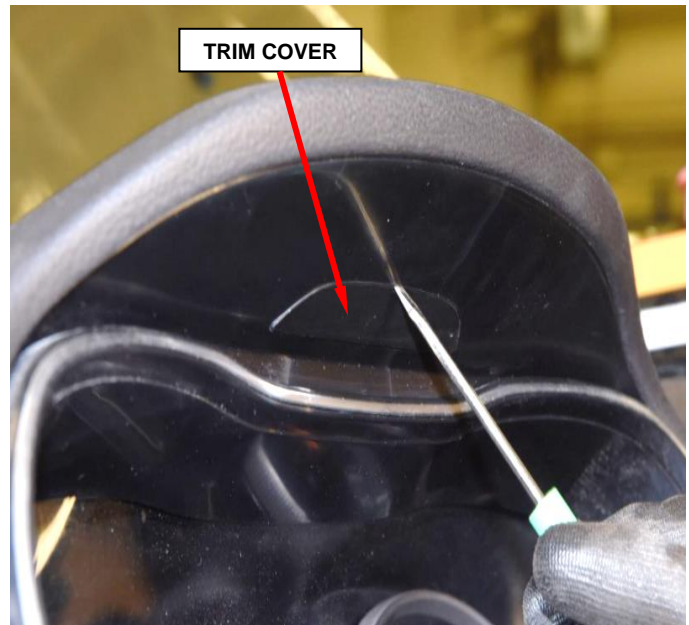
4. Remove the two screws and two push pin fasteners (Figure 2).
5. Using a trim stick or equivalent, separate the retaining clips and remove the cover.
6. Disconnect all necessary electrical connectors.
7. Remove the steering column opening cover.



**Figure 2 – Steering Column Opening Cover**

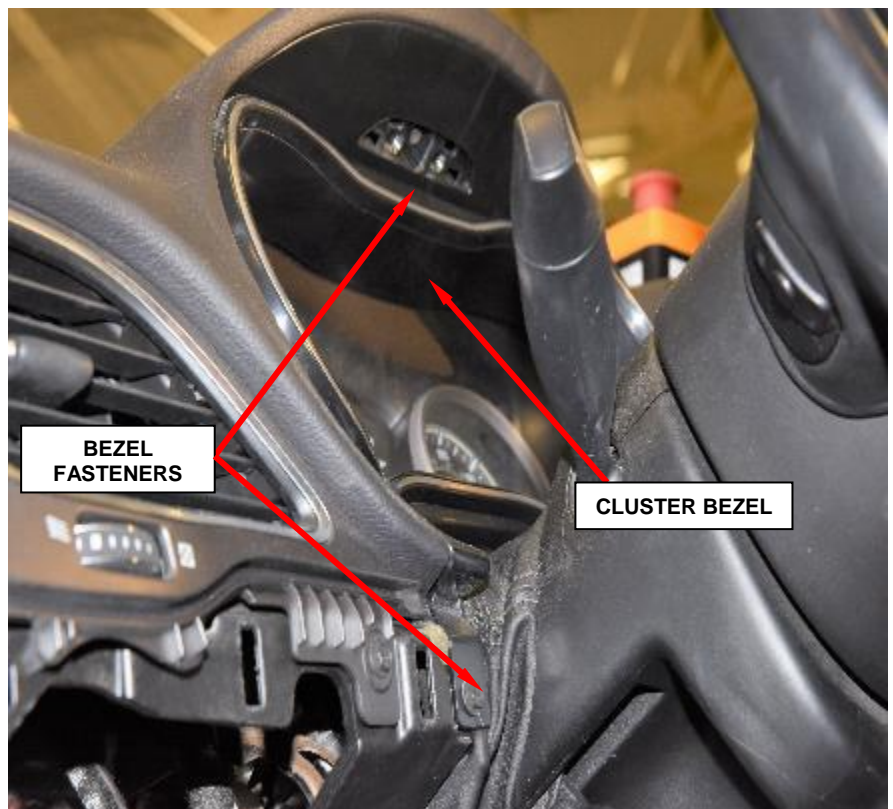
**Service Procedure [Continued]**

8. Using a small flat bladed tool, or equivalent, remove the trim cover (Figure 3).



**Figure 3- Bezel Trim Cover**

9. Remove the two cluster bezel fasteners (Figure 4).
10. Remove the cluster bezel from the vehicle.

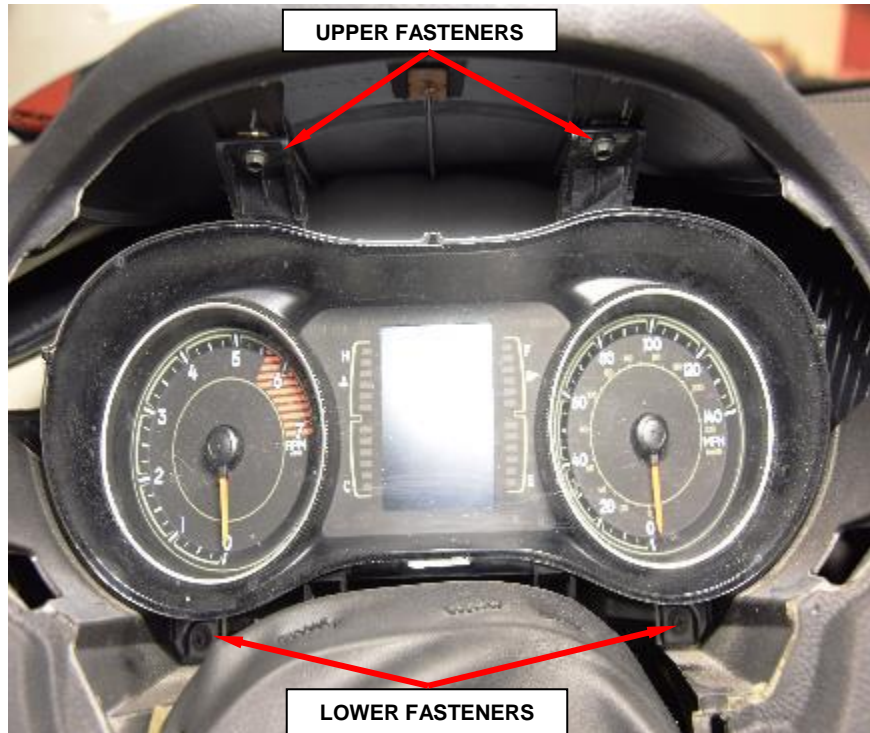


**Figure 4 – Cluster Bezel Fasteners**



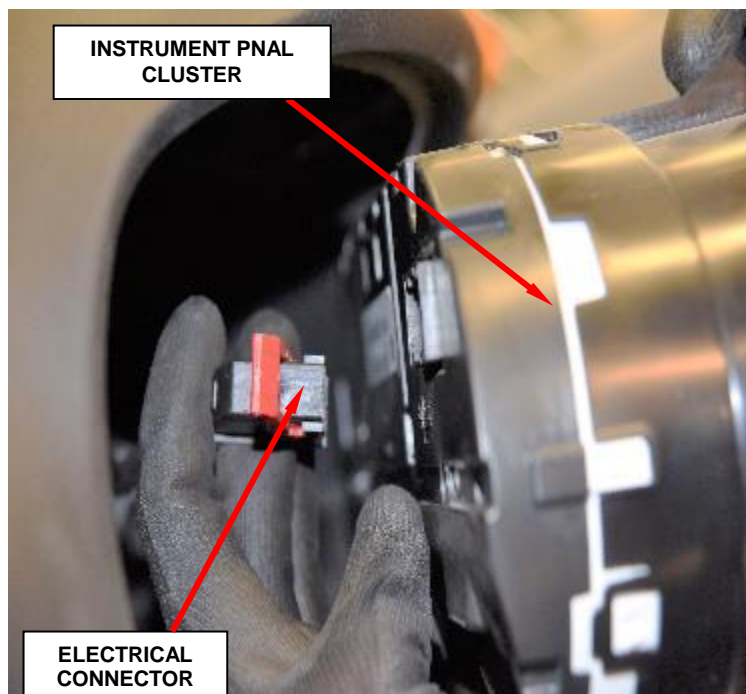
**Service Procedure [Continued]**

- 11. Disengage the two gap hider clips at the bottom of the instrument cluster.
- 12. Remove the two upper and the two lower screws securing the IPC to the instrument panel (Figure 5).
- 13. Pull the top of the IPC back and lift the IPC upward to remove.



**Figure 5 – Cluster Fasteners**

- 14. Disconnect the instrument panel wire harness connector from the connector receptacle on the back of the IPC (Figure 6).
- 15. Remove the IPC from the vehicle.



**Figure 6 – Cluster Electrical Connector**

**Service Procedure [Continued]**

16. Make sure the steering column is at its lowest position.
17. Position the Instrument Panel Cluster (IPC) close enough to the instrument panel to connect the instrument panel wire harness connector to the receptacle on the back of the cluster housing.
18. Connect the IPC wire harness connector to the receptacle on the back of the IPC.
19. Position the IPC in the instrument panel bottom end first, aligning the mounting tabs.
20. Tilt the top of the IPC forward until the upper mounting holes align with the upper fastener clips in the instrument panel.
21. Install the two lower and the two upper screws that secure the IPC to the instrument panel. Tighten the screws securely.
22. Engage the two gap hider clips with the bottom of the IPC.
23. Position the bezel over the cluster and seat fully.
24. Install the two cluster bezel fasteners.
25. Install the trim cover.
26. Install the steering column opening cover.
27. Install the driver's side A-pillar extension.

**Service Procedure [Continued]**

28. Install the end cap and seat the retaining clips fully.
29. Connect the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector to the negative battery cable.

**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.**

30. Connect the wiTECH micro pod II to the vehicle data link connector.
31. Place the ignition in the “RUN” position.
32. Open the wiTECH 2.0 website.
33. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
34. From the “**Vehicle Selection**” screen, select the vehicle to be updated.
35. Print and save a copy of the pre-flash Vehicle Scan Report.
36. From the “**Action Items**” screen, select the “**Topology**” tab.

**NOTE: This Electronic Control Unit (ECU) is being replaced with a new unit, a diagnostic scan tool MUST be used to align the PROXI configuration data into the new ECU. Follow the routine outlined in the diagnostic scan tool for PROXI Configuration Alignment under Body Control Module (BCM) Miscellaneous Functions menu. Once the PROXI Configuration has been completed, tire pressure placard values must be programmed in the RF Hub under “Update Front and Rear Axle Nominal Tire Pressure Values”. If this routine is not completed, the new Instrument Cluster will display “0 PSI” for tire pressure values as default.**

37. From the “**Topology**” tab, select the “**menu**” icon in the upper left corner.

**Service Procedure [Continued]**

38. Under the “**Activities**” section select “**Guided Diagnostics**”.
39. Under “**Guided Diagnostics**” select “**PROXI Configuration Alignment**”.
40. Follow the screen prompts.
41. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
42. From the “**Topology**” tab, select the “**RFH**” icon
43. Under the “**Misc Functions**” tab select “**Update Front and Rear Axle Nominal Tire Pressure Values**” and follow the screen prompts.
44. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
45. Place the ignition in the “**OFF**” position and then remove the wiTECH micro pod II device from the vehicle.
46. Remove the battery charger from the vehicle.
47. Complete Proof of Correction Form for California Residents and return the vehicle to the customer.

**Complete Proof of Correction Form for California Residents**

This recall is subject to the **State of California Registration Renewal/Emissions Recall Enforcement Program**. Complete a Vehicle Emission Recall Proof of Correction Form (**Form No. 81-016-1053**) and **supply it to vehicle owners residing in the state of California** for proof that this recall has been performed when they renew the vehicle registration.

Process Steps to obtain the California Proof of Correction form:

- a. Access the “**DealerCONNECT**” website.
- b. Select the “**Service**” tab.
- c. Under the “**Publications**” heading, select the “**ePublishing**” link.
- d. Sign in using your **Dealer Code** and **Password**.
- e. Select the “**Proof of Correction form**”.



**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 recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Replace Instrument Panel Cluster	08-UC-41-82	0.4 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 **01/03/2019** and the remedy was made available on **01/31/2019**, therefore, the number of days cannot exceed **28** days.

<b>Vehicle</b>	<b>Average Daily Allowance</b>
<b>2019 (KL) Jeep Cherokee</b>	<b>[REDACTED]</b>

**NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall 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 first class 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 recall launch, those with a phone number, city, zip code, or VIN sequence.

**Dealers must 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.

*Recall 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 recall 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 Services / Field Operations  
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

UC4/NHTSA 18V-917

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. The last eight characters of your VIN are provided above.

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall UC4

# IMPORTANT SAFETY RECALL

## Instrument Panel Cluster

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2019 model year (KL) Jeep® Cherokee] vehicles.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The instrument panel cluster on your vehicle <sup>[1]</sup> may become non-operational. A non-operational instrument cluster will be unable to provide information such as warning chimes, messages, and gauges. **The loss of a functional instrument cluster may prevent the activation of warning chimes, messages, and gauges to provide vehicle information to the driver, which may increase the risk of a crash without warning.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will replace your instrument cluster. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is one hour. 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**

#### CALIFORNIA RESIDENTS

The State of California requires the completion of emission recall repairs prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the Emission Recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the Emission Recall has been performed.

In order to ensure your full protection under the emissions warranty provisions, it is recommended that you have your (vehicle or engine) serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your (vehicle or engine).

#### 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>[3]</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 recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. 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] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [safercar.gov](http://safercar.gov).

[3] 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.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.