



August 2019

Dealer Service Instructions for:

Safety Recall V69 / NHTSA 19V-447 Reprogram Transmission Control Module

Remedy Available

2014 (KL) Jeep® Cherokee

NOTE: This recall applies only to the above vehicles equipped with a 3.2L engine (sales code EHB).

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

A stuck clutch on about 81,700 of the above vehicles may result in a transmission-commanded shift to neutral which may cause a loss of motive power. A loss of motive power can cause a vehicle crash without prior warning.

Service Procedure

NOTE: The wiTECH scan tool must be used to perform this recall. This procedure must be performed with the latest software release level. If the reprogramming flash for the TCM is aborted or interrupted, repeat the procedure. The TCM must be at the latest calibration level after completing this recall.

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.2 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.
8. From the “**Topology**” screen, click on the “**PCM**” icon.

Service Procedure (Continued)

9. From the “**PCM**” screen, select the “**Flash**” tab, then 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 13**.
 - If the “**Current ECU part Number**” is NOT the same as the “**New Part Number**”, continue with **Step 10**.
10. From the flash ECU agreement page, agree to terms by checking the box.
11. Select “**Flash ECU**” then follow the wiTECH screen instructions to complete the flash.
12. Select view DTCs then “**Clear All DTCs**” and then select “**Close**”.
13. From the “**Topology**” screen, click on the “**TCM**” icon.
14. From the “**TCM**” screen, select the “**Flash**” tab, then 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 27**.
 - If the “**Current ECU part Number**” is NOT the same as the “**New Part Number**”, continue with **Step 15**.
15. From the flash ECU agreement page, agree to terms by checking the box.
16. Select “**Flash ECU**” then follow the wiTECH screen instructions to complete the flash.
17. Select view DTCs then “**Clear All DTCs**” and then select “**Close**”.

Service Procedure (Continued)

18. From the “**Topology**” tab select the **TCM** icon, perform the “**TCM VIN Verification**” routine located in the **TCM “Misc Functions”** menu and follow the onscreen prompts.
19. Cycle the ignition **OFF** then **ON**.
20. Using wiTECH, perform a “**PROXI Configuration Alignment**” routine located under the “**Guided Diagnostics**” tab of the drop down menu at the upper left corner of the screen.
21. Close the procedure, shut off the ignition, close all the doors, unplug the Diagnostic Tool from the DLC, and wait for the bus to go to sleep. After the bus is asleep, wait two minutes then you can reconnect the tool to the vehicle and run the PROXI Configuration Alignment procedure again to see the new PROXI status of all the ECUs.
22. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
23. Remove the battery charger from the vehicle and then close the hood.
24. Using wiTECH, from the **TCM** icon select “**Misc Functions**” tab, then select “**Quicklearn**” and follow the screen prompts.

NOTE: Transmission must be up to operating temperature (140 degrees F).

Service Procedure (Continued)

25. Select the “**Topology**” icon, go to “**Action Items**” screen then select “**All DTCs**” tab, “**Clear All DTCs**” and then select “**Close**”.
26. Turn the ignition to the “**OFF**” position and then remove the wiTECH micro pod II device from the vehicle.
27. Remove the battery charger if necessary, then close the hood.
28. 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 one the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect PCM and TCM Software Level	18-V6-91-81	0.2 hours
Inspect PCM and TCM Software Level Reprogram TCM Only with New Software	18-V6-91-82	0.7 hours
Inspect PCM and TCM Software Level Reprogram PCM Only with New Software	18-V6-91-83	0.3 hours
Inspect PCM and TCM Software Level Reprogram PCM and TCM with New Software	18-V6-91-84	0.8 hours

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

V69/NHTSA 19V-447

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 V69.

IMPORTANT SAFETY RECALL

Reprogram Transmission Control Module

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain [2014 Model Year Jeep Cherokee (KL)] 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?

A stuck clutch on your vehicle ^[1] may result in a transmission-commanded shift to neutral which may cause a loss of motive power. **A loss of motive power can cause a vehicle crash without prior warning.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will reprogram the Transmission Control Module. The estimated repair time is one 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**

CALIFORNIA RESIDENTS

This defect also relates to emissions. 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 to submit your reimbursement request online. ^[3] 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.

[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.