



August 2017

Dealer Service Instructions for:

Customer Satisfaction Notification T23 EGR Valve Function

Models

2016 - 2017 (WK) Jeep®Grand Cherokee
2016 - 2017 (WD) Dodge Durango

NOTE: This campaign applies only to the above vehicles equipped with a 3.6L UPG engine (Sales Code ERC) built from May 11, 2015 through March 06, 2017 (MDH 051106 through 030623).

2017 (RU) Chrysler Pacifica

NOTE: This campaign applies only to the above vehicles equipped with a 3.6L UPG engine (Sales Code ERC, ERF) built from June 15, 2015 through March 19, 2017 (MDH 061523 through 031923).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Powertrain Control Module (PCM) on about 415,000 of the above vehicles has software that may be operating the Exhaust Gas Recirculation valve (EGR) with an aggressive seating velocity. An aggressive seating velocity may damage the EGR valve. As a result this condition may illuminate the Malfunction Indicator Lamp (MIL) and display a P0404 code.

Repair

The PCM must be reprogrammed on all involved vehicles.

Parts Information

No parts are required to perform this service procedure.

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 2.0 Software

Service Procedure**Reprogram the PCM Module**

NOTE: The wiTECH 2.0 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 PCM is aborted or interrupted, repeat the procedure.

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 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 a wiTECH Diagnostic session.
5. Starting at the “Select Tool” screen, select the row/tool for the micro pod II device you are using.
6. Enter your “**User id**” and “**Password**”, and then select “**Finish**”.
7. Select the “**Next**” tab at the bottom of the screen.
8. From the “**Vehicle View**” screen, click on the “**PCM**” icon.

Service Procedure (Continued)

9. From the “**PCM View**” screen select the “**Flash**” tab. Compare the “**Current Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current Flash Number**” is the same as the “**New Part Number**” continue to Step 15. If the part numbers are not the same, continue with Step 10.
10. With the cursor over the desired flash file, click the small arrow button on the right side of the screen.
11. From the “**PCM Flash**” screen follow the wiTECH screen instructions to complete the flash.
12. Once the flash is complete click the “**OK**” button on the “**PCM Flash**” screen.
13. Select the “**Clear Stored DTCs**” button.
14. From the “**PCM View**” screen, compare the “**Current Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current Flash Number**” is the same as the “**New Part Number**” the flash is complete. Continue with Step 15. If the part numbers are not the same, repeat Steps 10 through 13.
15. Turn the ignition to the “**OFF**” position, remove the wiTECH micro pod II and battery charger from the vehicle and then close the hood.
16. Return the vehicle to the customer.
17. Complete proof of correction for California residents only.

Complete Proof of Correction Form for California Residents

This campaign 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 campaign has been performed when they renew the vehicle registration.

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 number and time allowance:

	Labor Operation Number	Time Allowance
Inspect PCM Software	18-T2-31-81	0.2 hours
Reprogram PCM Software	18-T2-31-82	0.2 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.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable

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 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

Customer Satisfaction Notification

T23

This notice applies to your vehicle. (xxxxxxxxxxxxxxxxxxxxxx)

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. This will be done at no charge to you.

We are recommending the following improvements be performed on certain 2016 - 2017Jeep® Grand Cherokee and Dodge Durango and 2017 Chrysler Pacifica vehicles equipped with a 3.6L engine.

The problem is...	The Powertrain Control Module on your vehicle has software that may be operating the Exhaust Gas Recirculation valve (EGR) with an aggressive seating velocity. An aggressive seating velocity may damage the EGR valve. As a result this condition may illuminate the Malfunction Indicator Lamp (MIL) on the instrument cluster.
What your dealer will do...	FCA will repair your vehicle free of charge. To do this, your dealer will reprogram the powertrain control module. The work will take about half hour to complete. However, additional time may be necessary depending on service schedules.
What you should do...	Simply contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule a service appointment. Please bring this letter with you to your dealer.
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either fcarecalls.com or 1-800-853-1403.
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 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 recall has been performed.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. If you have further questions go to **fcarecalls.com**.

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 or you can mail 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**. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

We apologize for any inconvenience this service may cause to your schedule. FCA is committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center. Thank you for being our customer.

Sincerely,
Customer Service / Field Operations
FCA US LLC