



November 2013

Distributor/Dealer Service Instructions for:

Customer Satisfaction Notification N55 Forward Collision Warning

Effective immediately, all repairs on involved vehicles are to be performed according to this notification. Service Bulletin 08-076-13 is no longer applicable for the involved vehicles only. Those vehicles that have already had this repair performed, as determined by our warranty records, have been excluded from this notification.

Models

2014 (WK) Jeep® Grand Cherokee

NOTE: This notification applies only to the above vehicles equipped with Adaptive Cruise Control (sales code NH3) and Forward Collision Warning (sales code LSR) built from July 23, 2013 through August 26, 2013 (MDH 072303 through 082612).

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

Subject

The Adaptive Cruise Control Module (ACCM) on about 980 of the above vehicles may have been built with a calibration error, which could affect proper operation of the forward collision warning function.

Repair

The ACCM must be reprogrammed (flashed) with the correct software.

Parts Information

No parts are required to perform this service procedure.

Special Tools

The following special tools are required to perform this repair:

- NPN wiTECH VCI Pod Kit
- NPN Laptop Computer
- NPN wiTECH Software

Service Procedure

NOTE: wiTECH must be used to perform this recall. This procedure must be performed with software release level 14.01 or higher. If the reprogramming flash for the ACCM is aborted or interrupted, repeat the procedure.

A. Reprogram the Adaptive Cruise Control Module:

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.

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 VCI pod to the vehicle data link connector located to the right of the hood release lever.
3. Place the ignition in the “**RUN**” position.
4. Open the wiTECH Diagnostic application.
5. Starting at the “**Select Tool**” screen, highlight the row/tool for the wiPOD device you are using. Then select “**Next**” at bottom right side of the screen.
6. Enter your “**User id**” and “**Password**”, then select “**Finish**” at the bottom of the screen.
7. From the “**Vehicle View**” screen, click on the “**ACCM**” icon.
8. From the “**ACCM View**” screen select the “**Flash**” tab, compare the “**Current ECU Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current ECU Flash Number**” is the same as the “**New Part Number**” continue to Step 12. If the part numbers are not the same, continue with Step 9.
9. With the cursor over the desired flash file, click the small green arrow button on the right side of the screen.
10. From the “**Flash Tab**” screen follow the wiTECH screen instructions to complete the flash.
11. Verify that all Diagnostic Trouble Codes (DTC’s) have been cleared.
12. Turn the ignition to the “**OFF**” position and remove the wiTECH VCI pod and battery charger from the vehicle.

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 submitted will be used by Chrysler to record Customer Satisfaction Notification service completions and provide Distributor/Dealer payments.

Use one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
ACCM Update Previously Performed	08-N5-51-81	0.2 hours
Reprogram ACCM	08-N5-51-82	0.2 hours

Add the cost of the parts package plus applicable dealer allowance to your claim.

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

Owner Notification and Service Scheduling

All involved vehicle owners should be notified of the service requirement their Distributors/Dealers. Owners are requested to schedule appointments for this service.

Vehicle Lists, Global Recall System, VIP and Distributor/Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for Distributor/Dealer inquiry as needed.

GRS provides involved Distributor/Dealers with an updated VIN list of their incomplete vehicles. Completed vehicles are removed from GRS within several days of repair claim submission.

Distributor/Dealers should perform this repair on all unsold vehicles before retail delivery. Distributor/Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Additional Information

If you have any questions or need assistance in completing this action, please contact your International Service and Parts Manager.

Global Service & Parts - International
Chrysler Group LLC



CUSTOMER SATISFACTION NOTIFICATION

N55

Forward Collision Warning

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

Dear: (Name)

At Chrysler Group LLC, you can be assured that we are changing the way we look at quality. To prove our commitment to quality, the company is investing in and prioritizing improvements for every vehicle that we build. As part of that commitment, we are also targeting existing vehicles on the road today and contacting our customers to provide these quality improvements, at no charge, that will help to improve your ownership satisfaction.

We are recommending the following improvements be performed on some **2014 model year Jeep® Grand Cherokee vehicles equipped with Adaptive Cruise Control and Forward Collision Warning.**

Recommended Service: **The Adaptive Cruise Control Module (ACCM) on your vehicle may have been built with a calibration error, which could affect proper operation of the forward collision warning function.**

What your dealer will do: **Chrysler will service your vehicle free of charge (parts and labor).** To do this, your distributor/dealer will reprogram the ACCM with the correct software. The work will take about ½ hour to complete. We recommend that you make an appointment with your distributor/dealer to minimize your inconvenience.

What you should do: Simply **contact your Chrysler distributor/dealer**, at your convenience, to schedule a service appointment. Your distributor/dealer will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. Although not required, we recommend bringing this letter with you to your distributor/dealer, when you bring your vehicle in for this service.

If you need help: If you have trouble getting your vehicle serviced, please contact the distributor/dealer nearest your location. A representative will assist you in getting your vehicle serviced. This information can be found in the Customer Assistance section of your Owner's Manual.

We apologize for any inconvenience this service may cause to your schedule. Moving forward we are 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.

Sincerely,
Global Service & Parts - International
Chrysler Group LLC