



November 2013

Dealer Service Instructions for:

# **Safety Recall N58 / NHTSA 13V-483**

## **Reprogram Instrument Cluster & ABS**

### **Module / Alternator Ground Wire**

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#### **Models**

2014 (WK) Jeep® Grand Cherokee

*NOTE: This recall applies only to the above vehicles built through August 20, 2013 (MDH 082003).*

**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 cluster on about 90,900 of the above vehicles may experience cluster blackout, illumination of multiple cluster warning lights and/or a loss of anti-lock brake system (ABS) / electronic stability control system function. These vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 101 – Controls and Displays and No. 126 – Electronic Stability Control Systems. A loss of instrument cluster illumination and/or loss of ABS function during certain driving conditions could cause a crash without warning.

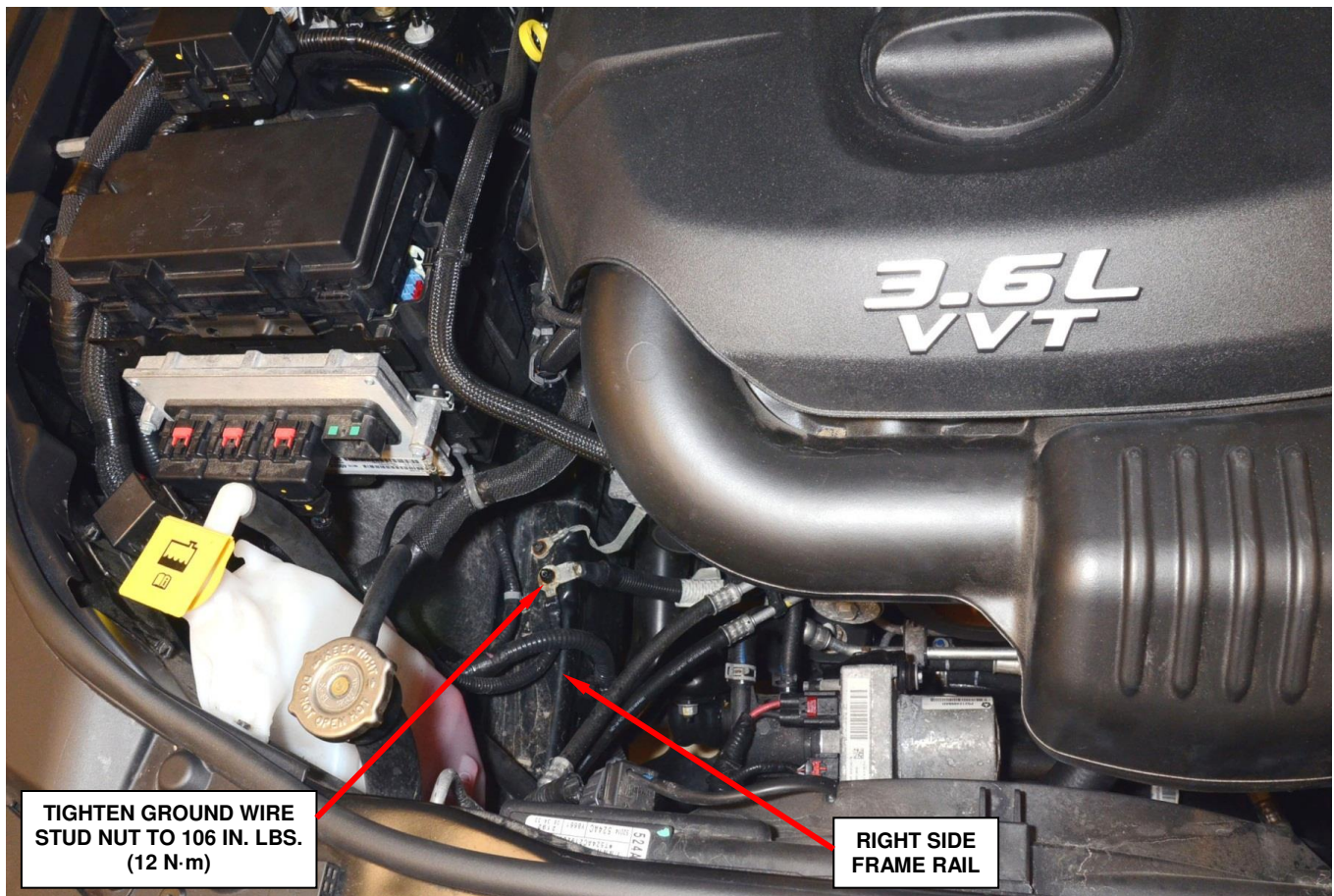
#### **Repair**

The instrument cluster and the ABS module must be reprogrammed. The alternator ground wire, at the right frame rail, must also be tightened.



**Reprogram Instrument Cluster & ABS Module/Alternator Ground Wire****Service Procedure****A. Alternator Ground Wire**

1. Open the hood.
2. Locate the ground wire stud nut on top of the right frame rail (Figure 1).
3. Using a torque wrench and 10 mm socket, tighten the ground wire stud nut to 106 in. lbs. (12 N·m).
4. Continue with **Section B. – Reprogram Instrument Cluster & ABS Module.**

**Figure 1 – Alternator Ground Wire Location**

**Service Procedure (Continued)****B. Reprogram Instrument Cluster & ABS Module**

**CAUTION:** This Instrument Panel Cluster (IPC) Electronic Control Module (ECU) has a long FLASH reprogramming completion time. Please verify the following on your Personal Computer (PC) before attempting to update this ECU:

- PC must be running on AC power supply only.
- PC hard drive must NOT be set to turn off in a period of time.
- PC must NOT be scheduled to go into sleep or standby mode.
- PC screen saver must be turned off.
- PC monitor must NOT be set to turn off in a period of time.

**NOTE:** Due to the large flash reprogramming file size for this ECU, it is highly recommended that a Wired Ethernet or USB connection be used between the device (micro POD, wiPOD, or StarMOBILE) and the WiTech PC / laptop.

**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 IPC is aborted or interrupted, repeat the procedure.

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.

## Reprogram Instrument Cluster &amp; ABS Module/Alternator Ground Wire

**Service Procedure (Continued)**

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 IPC icon.
8. From the “**IPC 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 11. 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.

**NOTE: Due to the long flash time for this ECU, it’s important that the vehicle HAZARD LAMPS be set to ON to prevent the vehicle ignition from cycling to the 'off' position during the flash process**

10. From the “**Flash Tab**” screen follow the wiTECH screen instructions to complete the flash.
11. Return to the “**Vehicle View**” screen.
12. From the “**Vehicle View**” screen, click on the ABS icon.
13. From the “**ABS 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 17. If the part numbers are not the same, continue with Step 14.
14. With the cursor over the desired flash file, click the small green arrow button on the right side of the screen.
15. From the “**Flash Tab**” screen follow the wiTECH screen instructions to complete the flash.

**Reprogram Instrument Cluster & ABS Module/Alternator Ground Wire**

**Service Procedure (Continued)**

16. Use the following procedure to initialize the ABS module:
  - a. Select the “**Misc. Functions**” tab.
  - b. Highlight “**ABS Initialization**” from the list of options.
  - c. Click the green arrow to the right of the selection made in Step 16b.
  - d. Follow the wiTECH screen instructions to complete the initialization process.
17. Verify that all Diagnostic Trouble Codes (DTC’s) have been cleared.
18. 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 recall service completions and provide dealer payments.

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

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Instrument cluster and/or ABS module update previously performed / tighten alternator ground wire	08-N5-81-82	0.2 hours
Reprogram instrument cluster and tighten alternator ground wire	08-N5-81-83	0.3 hours
Reprogram instrument cluster and ABS module / tighten alternator ground wire	08-N5-81-84	0.4 hours

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

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

**Reprogram Instrument Cluster & ABS Module/Alternator Ground Wire****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 Chrysler 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.

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 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  
Chrysler Group LLC





# Reprogram Instrument Cluster & ABS Module/Alternator Ground Wire

## IMPORTANT SAFETY RECALL

N58 / NHTSA 13V-483

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

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

Dear: (Name)

Chrysler has decided that certain **2014 model year Jeep® Grand Cherokee vehicles** fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 101 – Controls and Displays and No. 126 – Electronic Stability Control Systems.

***The problem is...*** The instrument cluster on your vehicle may experience cluster blackout, illumination of multiple cluster warning lights and/or a loss of anti-lock brake system (ABS) / electronic stability control system function. A loss of instrument cluster illumination and/or loss of ABS function during certain driving conditions could cause a crash without warning.

***What your dealer will do...*** Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will tighten the alternator ground wire and reprogram the instrument cluster and ABS module. The work will take about two hours to complete. However, additional time may be necessary depending on service schedules.

***What you must do to ensure your safety...*** Simply contact your Chrysler, Jeep, or Dodge 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 Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at  
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If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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 call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations  
Chrysler Group LLC

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