CHRYSLER

August 28, 2013

Ms. Nancy L. Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Ave. S.W.
Washington, D.C. 20590

Dear Ms. Lewis:

Reference: NHTSA Identification Number 13V-175

Enclosed are representative copies of communications relating to the 2005-2010 model year vehicles involved in the referenced recall. Chrysler notified dealers on June 13, 2013 and completed the owner notification mailing on August 15, 2013. The exact number of vehicles involved in the recall is 295,246 in the United States and 508 in the United States Territories.

This completes Chrysler's package of information for this recall as required by the Defects Report Regulation.

Sincerely,

Kristin Kolodge

Kristin J. Kolodge
Regulatory Affairs – Product Investigations & Campaigns

Enclosure: Dealer and Owner Letter for Recall N23

cc: F. Borris

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July 2013

Dealer Service Instructions for:

Safety Recall N23 / NHTSA 13V-175
Reprogram Final Drive Controller Module

Models

2005 - 2010 **(WK) Jeep® Grand Cherokee**

2006 - 2010 **(XK) Jeep Commander**

*NOTE: This recall applies only to the above vehicles equipped with a 245 transfer case (**sales code DHX**).*

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

The Final Drive Controller Module (FDCM) software on about 295,200 of the above vehicles may unintentionally cause the transfer case to shift into the neutral position without input from the driver. This condition could allow the vehicle to roll away inadvertently while the vehicle is parked and cause a crash without warning.

Repair

The final drive controller module must be reprogrammed with updated software.

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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

Reprogram Final Drive Controller Module

NOTE: The wiTECH scan tool must be used to perform this recall. This procedure must be performed with software release level 13.04 or higher. If the reprogramming flash for the FDCM 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.

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.

Service Procedure (Continued)

6. Enter your "**User id**" and "**Password**", then select "**Finish**" at the bottom of the screen.

7. Perform a vehicle scan report before reprogramming the FDCM. Print a copy of the report and attach to the work order.

8. From the "Vehicle View" screen, click on the "**FDCM"** icon.

9. Select the "**Flash Tab**".

10. From the "**FDCM 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**" continue to Step 17. If the part numbers are not the same, continue to Step 11.

11. With the cursor over the desired flash file, click the small green arrow button on the right side of the screen.

12. From the "**ECU Flash**" screen follow the wiTECH screen instructions to complete the flash.

13. Once the flash is complete click the "**OK**" button on the "**ECU Flash**" screen.

14. Select the **"Clear Stored DTC's"** button and then check for DTC's.

15. **For vehicles with active Diagnostic Trouble Code (DTC) "C140F"** perform the following procedure:

    a. Turn the ignition key to the "OFF" position and remove the key from the ignition switch.

    b. Insert the key into the ignition switch and place the ignition in the "RUN" position.

    c. Navigate to and select the FDCM "**DTC**" tab.

    d. Clear all stored and active DTC's for a second time.

    e. Clear all stored DTC's for a third time.

    NOTE: If DTC C140F is still present and active, additional diagnosis is required.

Service Procedure (Continued)

16. From the "**FDC 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. If the part numbers are not the same, repeat Steps 8 through 15.

17. 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:

	Labor Operation Number	Time Allowance
Software Update Previously Performed	21-N2-31-81	0.2 hours
Reprogram Final Drive Controller Module	21-N2-31-82	0.3 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.

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

CHRYSLER

SAFETY RECALL N23 / NHTSA 13V-175
REPROGRAM FINAL DRIVE CONTROLLER MODULE

Dear: (Name)

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2005 through 2010 model year Jeep® Grand Cherokee and Commander vehicles equipped with Quadra-Drive II or Quadra-Trac II four wheel drive system.**

The problem is...	**The Final Drive Controller Module (FDCM) software on your vehicle** (VIN: xxxxxxxxxxxxxxxxx) **may unintentionally cause the transfer case to shift into the neutral position without input from the driver. This condition could allow the vehicle to move inadvertently while the vehicle is parked and 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 reprogram the Final Drive Controller Module. The work will take about ½ hour 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 www.jeep.com/ownersreg.

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
Notification Code N23

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