



December 2019

Dealer Service Instructions for:

Customer Satisfaction Notification V51 Reprogram Powertrain Control Module

Remedy Available

2010-2014 (DS) RAM 1500 Pickup

NOTE: This recall applies only to the above vehicle equipped with a 3.6L engine (sales code ERB) or 3.7L engine (sales code EKG) or 4.7L engine (sales code EVE) or 5.7L engine (sales code EZH).

2010-2015 (DJ) RAM 2500 Pickup

NOTE: This recall applies only to the above vehicle equipped with a 5.7L engine (sales code EZC or EZF) or 6.4L engine (sales code ESA).

2013-2015 (D2) RAM 3500 Pickup

NOTE: This recall applies only to the above vehicle equipped with a 5.7L engine (sales code EZC) or 6.4L engine (sales code ESA).

2011-2015 (DD) RAM 3500 Cab Chassis

NOTE: This recall applies only to the above vehicle equipped with a 5.7L engine (sales code EZC) or 6.4L engine (sales code ESB).

2011-2015 (JC) Dodge Journey

NOTE: This recall applies only to the above vehicle equipped with a 2.4L engine (sales code ED3) or 3.6L engine (sales code ERB).

2010-2015 (JK) Jeep Wrangler

NOTE: This recall applies only to the above vehicle equipped with a 3.6L engine (sales code ERB) or 3.8L engine (sales code EGT).

Remedy Available [Continued]

2011-2014 (JS) Chrysler 200, Dodge Avenger

NOTE: This recall applies only to the above vehicle equipped with a 2.4L engine (sales code ED3 or EDG) or 3.6L engine (sales code ERB).

2010-2011 (KA) Dodge Nitro

NOTE: This recall applies only to the above vehicle equipped with a 3.7L engine (sales code EKG) or 4.0L engine (sales code EGS).

2010-2012 (KK) Jeep Liberty

NOTE: This recall applies only to the above vehicle equipped with a 3.7L engine (sales code EKG).

2014-2015 (KL) Jeep Cherokee

NOTE: This recall applies only to the above vehicle equipped with a 2.4L engine (sales code ED6 or ED8) or 3.2L engine (sales code EHB).

2015 (LA) Dodge Challenger

NOTE: This recall applies only to the above vehicle equipped with a 3.6L engine (sales code ERB) or 5.7L engine (sales code EZC) or 6.4L engine (sales code ESG).

2011-2014 (LC) Dodge Challenger

NOTE: This recall applies only to the above vehicle equipped with a 3.6L engine (sales code ERB) or 5.7L engine (sales code EZC or EZH) or 6.4L engine (sales code ESG).

2011-2014 (LD) Dodge Charger

NOTE: This recall applies only to the above vehicle equipped with a 3.6L engine (sales code ERB) or 5.7L engine (sales code EZH) or 6.4L engine (sales code ESG).

2010-2014 (LX) Chrysler 300

NOTE: This recall applies only to the above vehicle equipped with a 5.7L engine (sales code EZH) or 3.6L engine (sales code ERB) or 6.4L engine (sales code ESG).

Remedy Available [Continued]

2011-2015 (MK) Jeep Patriot/Compass

NOTE: This recall applies only to the above vehicle equipped with a 2.0L engine (sales code ECN) or 2.4L engine (sales code ED3).

2010-2011 (ND) Dodge Dakota

NOTE: This recall applies only to the above vehicle equipped with a 3.7L engine (sales code EKG) or 4.7L engine (sales code EVE).

2013-2015 (PF) Dodge Dart

NOTE: This recall applies only to the above vehicle equipped with a 2.0L engine (sales code ECK) or 2.4L engine (sales code ED6 or ED8).

2011-2012 (PM) Dodge Caliber

NOTE: This recall applies only to the above vehicle equipped with a 2.0L engine (sales code ECN) or 2.4L engine (sales code ED3).

2011-2015 (RT) Chrysler Town & Country, Dodge Grand Caravan

NOTE: This recall applies only to the above vehicle equipped with a 3.6L engine (sales code ERB).

2015 (UF) Chrysler 200

NOTE: This recall applies only to the above vehicle equipped with a 2.4L engine (sales code ED6 or ED8 or EDD or EDE) or 3.6L engine (sales code ERB).

2011-2014 (WD) Dodge Durango

NOTE: This recall applies only to the above vehicle equipped with a 3.6L engine (sales code ERB) or 5.7L engine (sales code EZH).

2010-2015 (WK) Jeep Grand Cherokee

NOTE: This recall applies only to the above vehicle equipped with a 3.6L engine (sales code ERB) or 5.7L engine (sales code EZH) or 6.4L engine (sales code ESG).

2010 (XK) Jeep Commander

NOTE: This recall applies only to the above vehicle equipped with a 5.7L engine (sales code EZH).

Remedy Available [Continued]

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

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this campaign service on these vehicles before retail delivery. Dealers should also 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 310,200 of the above vehicles may require updated software. Some Permanent Fault Codes (PFC) can be stored in the PCM engine controller memory and will be unable to be erased as required under certain conditions, even after the vehicle is repaired. The persistent Diagnostic Trouble Code (DTC) in the PFC register could be found in PCM memory when a Smog (inspection/maintenance station) Check is performed on the vehicle and the customer may be denied license tag renewal as a result.

Repair

Inspect the software level of the PCM and if necessary, reprogram the PCM with updated software.

Service Procedure

NOTE: The wiTECH scan tool must be used to perform this recall. This procedure must be performed with the wiTECH MicroPod II at 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 13.0 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 MicroPod 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.

NOTE: The PCM must be at the latest software calibration level after completing this recall.

Service Procedure [Continued]

8. From the “**Topology**” tab, select the “**PCM**” module icon.
9. From the “**Flash**” tab, 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 10**.
10. From the PCM tab, select the PCM flash part number. Read the flash special instructions page. Select “**OK**” to continue.
11. From the flash ECU agreement page, agree to terms by checking the box.
12. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.
13. Confirm the software is at the latest available calibration level.
14. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
15. Some vehicle configurations require the Transmission Control Module (TCM) be updated to the latest software level;
 - If the vehicle being updated is **NOT** included on the following list, TCM software update is not required as part of this recall, proceed to Step 27.
 - If the vehicle being updated **IS** included on the following list, TCM software update is required as part of this recall, continue with Step 16.

Service Procedure [Continued]

Vehicles Requiring TCM Update:

- **2013-2015 (KL) Jeep Cherokee** equipped with a 2.4L engine (sales code ED6 or ED8) or 3.2L engine (sales code EHB).
- **2011-2014 (LC) Dodge Challenger** equipped with a 3.6L engine (sales code ERB) and 8-Speed Transmission (sales code DFL).
- **2011-2014 (LD) Dodge Charger** equipped with a 3.6L engine (sales code ERB) and 8-Speed Transmission (sales code DFL).
- **2011-2014 (LX) Chrysler 300** equipped with a 3.6L engine (sales code ERB) and 8-Speed Transmission (sales code DFL).
- **2015 (UF) Chrysler 200** equipped with a 2.4L engine (sales code ED6 or ED8 or EDD or EDE) or 3.6L engine (sales code ERB).

16. From the “**Action Items**” screen, select the “**Topology**” tab.

17. From the “**Topology**” tab, select the “**TCM**” module icon.

18. From the “**Flash**” tab, 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 19**.

19. From the TCM tab, select the TCM flash part number. Read the flash special instructions page. Select “**OK**” to continue.

Service Procedure [Continued]

20. From the flash ECU agreement page, agree to terms by checking the box.
21. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.
22. Confirm the software is at the latest available calibration level.
23. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
24. 2014 model year vehicles only: Using wiTECH, navigate to the TCM data and locate the transmission fill and fast fill counters.
 - **If all counters have a value greater than zero**, proceed to **Step 27**.
 - **If all counters have a value equal to zero**, continue with “**Quick Learn**” **Step 25**.
25. Select the “**Quick Learn**” procedure, and follow the on-screen instructions to reset and learn the clutch adaptive values.

NOTE: If the “Quick Learn” option does not appear on wiTECH and both the TCM and PCM were just updated, restart the wiTECH application which should now be populated with the “Quick Learn” option.

NOTE: If the vehicle is equipped with the start/stop feature (sales code XBU) it must be disabled prior to performing the quick learn procedure. To disable, press the on/off switch located on the center switch bank near the HVAC controls.
26. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.

Service Procedure [Continued]

27. Place the ignition in the “**OFF**” position and then remove the wiTECH MicroPod II device from the vehicle.
28. Remove the battery charger from the vehicle.
29. Close the vehicle hood.
30. Complete Proof of Correction Form for California Residents.
31. Return the vehicle to the customer or to vehicle inventory.

Service Procedure [Continued]

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 Customer Satisfaction Notification service completions and provide dealer payments.

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

	Labor Operation Number	Time Allowance
Inspect/Confirm PCM Software at Latest Released Level	18-V5-11-81	0.2 hours
Inspect and Reprogram PCM with Latest Released Software Level	18-V5-11-82	0.2 hours

Related Operations

Vehicles Requiring TCM Update per Step 15 of Service Procedure; Reprogram TCM with Latest Released Software Level (LC / LD / LX Models Only Sales Code DFL with ERB)	18-V5-11-50	0.5 hours
Vehicles Requiring TCM Update per Step 15 of Service Procedure; Reprogram TCM with Latest Released Software Level (KL / UF Models Only)	18-V5-11-51	0.6 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 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 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

This notice applies to your vehicle.

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

V51

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.

DEALERSHIP INSTRUCTIONS

Please reference CSN V51.

CUSTOMER SATISFACTION NOTIFICATION

Reprogram Powertrain Control Module

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 ^[1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2010 Model Year (XK) Jeep Commander, 2010-2011 Model Year (KA) Dodge Nitro, 2010-2012 Model Year (KK) Jeep Liberty, 2010-2014 Model Year (LX) Chrysler 300, 2011-2014 Model Year (LC) Dodge Challenger, 2010-2015 Model Year (JK) Jeep Wrangler, 2010-2015 Model Year (DJ) RAM 2500 Pickup, 2010-2015 Model Year (WK) Jeep Grand Cherokee, 2011-2012 Model Year (PM) Dodge Caliber, 2011-2014 Model Year (JS) Chrysler 200, Dodge Avenger, 2011-2015 Model Year (MK) Jeep Patriot/Compass, 2011-2014 Model Year (LD) Dodge Charger, 2011-2015 Model Year (RT) Chrysler Town & Country, Dodge Grand Caravan, 2011-2014 Model Year (WD) Dodge Durango, 2011-2015 Model Year (JC) Dodge Journey, 2011-2015 Model Year (DD) RAM 3500 Cab Chassis, 2010-2014 Model Year (DS) RAM 1500 Pickup, 2013-2015 Model Year (PF) Dodge Dart, 2013-2015 Model Year (D2) RAM 3500 Pickup, 2015 Model Year (UF) Chrysler 200, 2014-2015 Model Year (KL) Jeep Cherokee, 2010-2011 Model Year (ND) Dodge Dakota, 2015 Model Year (LA) Dodge Challenger] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The Powertrain Control Module (PCM) on your vehicle ^[1] may require updated software. Some Permanent Fault Codes (PFC) can be stored in the PCM engine controller memory and may not be able to be erased as required under certain conditions, even after the vehicle is repaired. The persistent Diagnostic Trouble Code (DTC) in the PFC register could be found in PCM memory when a Smog (inspection/maintenance station) Check is performed on the vehicle and the customer may be denied license tag renewal as a result.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION

FCA will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the software level of the PCM and if necessary, reprogram the PCM with updated software. The estimated repair time is twenty minutes. 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

The State of California requires the completion of this emission repair prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Proof of Correction Form after the CSN 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 CSN has been performed.

In order to ensure your full protection under the emissions warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

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. ^[2] 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 repair performed.

We apologize for any inconvenience, but are sincerely concerned about your satisfaction. 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] 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.