CUSTOMER SATISFACTION NOTIFICATION
NORTH AMERICA
Control Module Software Updates

STELLANTIS

FCA US LLC

Reference: Y40

CHRYSLER — **2017 – 2021 (RU)** Chrysler Pacifica Plug-in Hybrid Electric Vehicle (PHEV) equipped with a 3.6L hybrid engine (sales code EH3)

Jeep — **2019 – 2021 (JL)** Jeep Wrangler equipped with a 3.6L eTorque engine (sales code ERG)

2018 – 2021 (JL) Jeep Wrangler equipped with a 2.0L engine (sales code EC3)

RAM — **2019 – 2021 (DT)** Ram 1500 Pickup equipped with a 3.6L eTorque engine (sales code ERG)

Template Version 1.8

Revision	Edition	Detail
1	January 2024	Revision 1

SYMPTOM DESCRIPTION

The Powertrain Control Module (PCM) software calibration on about 287,665 of the above vehicles may fail to properly monitor certain emission-related diagnostic functions as required by California and Federal regulations. In addition, the Power Inverter Module (PIM) diagnostics allow for correct malfunction detection but prevents natural fault healing after repair actions. This issue prevents the clearing of permanent fault codes (PFC)s in the PIM which is required by regulation. This update will also address Diagnostic Trouble Codes (DTC)s and PFCs (P0010, P0013, P0020, P2135, P0121, P0221) that do not heal on the 2020 model year (RU) PHEV as well as a POC4A that will not set unless communication fault U0624 is present on the 2021 model year (RU) PHEV.

NOTE: Some vehicles above 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 new vehicle inventory. Dealers should complete this campaign service on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in used vehicle inventory and those vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

REPAIR TO BE PERFORMED

Update the calibration software in the PCM and the PIM, comprised of the Hybrid Control Processor (HCP) and Auxiliary Hybrid Control Processor (AHCP).

COMPLETION REPORTING / 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 recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Inspect PCM and HCP software	18-Y4-01-81	0.2hrs
Inspect and Reprogram PCM	18-Y4-01-82	0.3hrs
Inspect and reprogram HCP (**RU Model Only**)	18-Y4-01-83	0.3hrs
Inspect and reprogram HCP (**JL and DT Models Only**)	18-Y4-01-84	0.2hrs
Inspect and reprogram PCM and HCP (**RU Only**)	18-Y4-01-85	0.5hrs
Inspect and reprogram PCM and HCP (**JL and DT Models Only**)	18-Y4-01-86	0.4hrs

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

SPECIAL TOOLS

The following special tools is /are required to perform this repair:

Number	Description
NPN	wiTECH MicroPod II / MDP
NPN	Laptop Computer
NPN	wiTECH Software

DEALER NOTIFICATION

To view this notification on DealerCONNECT, select "Global Recall System" on the Service tab, then click on the description of this notification.

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Service Procedure

NOTE: The wiTECH scan tool must be used to perform this campaign. The wiTECH software is required to be at the latest release level before performing this procedure.

WARNING! The PCM, HCP and AHCP must be updated to the latest available software at the conclusion of this repair procedure. Failure to update the HCP, AHCP modules following a PCM software update may result in vehicle malfunctions.

NOTE: If this software update flash process is interrupted/aborted, the flash should be restarted.

NOTE: PHEV vehicles: it is normal for the high voltage charging lamp on the dash to flash like there is a charging system failure while performing software updates.

1. 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.

2. Connect the wiTECH micro pod 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**" your "**Password**" and your "**Dealer Code**", then select "Finish" at the bottom of the screen.

6. Starting at the "**Vehicle Selection**" screen, select the vehicle to be updated.

7. From the "**Action Items**" screen, select the "**All Flashes**" tab. Inspect if new software flashes are available for the "**PCM**" and/or "**HCP/AHCP**".
   ➤ If no module has new software available, then proceed to **Step 21** and claim the inspection LOP to complete this recall.
   ➤ If one or more modules have new software available, then continue with **Step 8**.

8. Create a Vehicle Scan Report (VSR) before proceeding with software updates.

9. Ensure there are no current DTCs that could cause concern with modules being flashed. If any questions, please share the VSR with the STAR center.

10. From the "**Action Items**" screen, select the "**All Flashes**" tab.

   ➤ Select "**PCM**" by clicking the arrow on the right side of the screen. Read the special flash instructions, then select "**OK**". Continue with **Step 11**.
   ➤ If "**PCM**" is not displayed as one of the available flashes, the PCM software is already at the current software level and does not require updating. Proceed to **Step 15**.

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. Once the software is confirmed to be at the latest available calibration level, select "**View DTCs**".

14. Select the "**Clear All DTCs**" tab, then click "**Clear All DTCs**" and then select "**Close**". It may be necessary to cycle the ignition OFF to RUN to clear the codes.

Reference: Y40

Service Procedure [Continued]

NOTE: The PIM contains two processors, Hybrid Control Processor (HCP) and Auxiliary Hybrid Control Processor (AHCP). The HCP and AHCP are combined into one PIM software update. The software update must begin with updating the HCP. The AHCP will update immediately following the HCP.

15. From the "**Action Items**" screen, select the "**All Flashes**" tab.

    ➢ Select "**HCP**" by clicking the arrow on the right side of the screen. Read the special flash instructions, then select "**OK**". Continue with **Step 16**.

    ➢ If "**HCP**" is not displayed as one of the available flashes, the PIM software is already at the current software level and does not require updating. Proceed to **Step 20**.

16. From the "**Flash ECU Agreement**" page, agree to terms by "**Checking the Box**".

17. Select "**Flash ECU**" and then follow the wiTECH screen instructions to complete the flash.

18. Once the software is confirmed to be at the latest available calibration level, select "**View DTCs**".

19. Select the "**Clear All DTCs**" tab, then click "**Clear All DTCs**" and then select "**Close**". It may be necessary to cycle the ignition OFF to RUN to clear the codes.

20. Generate a VSR to ensure P0AA4/P0AA1 or any DTC is not active or pending.

21. Turn the ignition to the "**OFF**" position and then remove the wiTECH micro pod II device from the vehicle.

22. Remove the battery charger from the vehicle.

23. For the state of California residents complete the correction form.

24. Return the vehicle to the customer.

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.

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**".

[Model Year and Model]
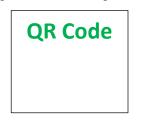VIN XXXXXXXXXXXXXXXXX

Y40

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 Y40.

CUSTOMER SATISFACTION NOTIFICATION
Control Module Software Updates

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 [2017-2021 (RU) Chrysler Pacifica Plug-in Hybrid Electric Vehicles (PHEV), [2019-2021 (DT) Ram 1500 Pickup vehicles with a 3.6L eTorque engine] [2019-2021 (JL) Jeep Wrangler vehicles with a 3.6L eTorque engine] [2018-2020 (JL) Jeep Wrangler vehicles with a 2.0L engine].

WHY DOES MY VEHICLE NEED REPAIRS?
The Powertrain Control Module (PCM) software calibration on your vehicle may fail to properly monitor certain emission-related diagnostic functions as required by California and Federal regulations. In addition, the Power Inverter Module (PIM) diagnostics allow for correct malfunction detection but prevents natural fault healing after repair actions. This issue prevents the clearing of permanent fault codes in the PIM which is required by regulation.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?
FCA US will repair your vehicle free of charge (software update and labor). To do this, your dealer will update the PCM and PIM software. The estimated repair time is about 30 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 <u>FREE</u> REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY

CALIFORNIA RESIDENTS
The State of California requires the completion of this emission recall repair prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the Customer Satisfaction Notification 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 Customer Satisfaction Notification 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.