



January 2013

Dealer Service Instructions for:

Customer Satisfaction Notification M38 Reprogram Powertrain Control Module

Effective immediately all repairs on involved vehicles are to be performed according to this notification. Service Bulletins 21-008-12 and 21-021-12 Rev B, are no longer applicable for the involved vehicles only.

Models

2011-2013 (RT) Dodge Grand Caravan and Chrysler Town & Country

NOTE: This notification applies only to the above vehicles equipped with a 3.6L engine (sales code ERB) and a six speed automatic transaxle (sales code DG2) built through September 25, 2012 (MDH092506).

IMPORTANT: Many of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this notification.

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

Subject

The Powertrain Control Module (PCM) on about 415,000 of the above vehicles may contain software programming that could cause poor automatic transaxle shift quality. The new PCM software program will improve the shift quality of the automatic transaxle.

Repair

The PCM must be reprogrammed with new software (Flashed).

Parts Information

<u>Part Number</u>	<u>Description</u>
04275086AD	Label, Authorized Modification

NOTE: Due to the the likelihood that the required labels are already in your parts inventory, no labels will be distributed initially. The above labels may be ordered as needed.

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 13.02 or higher. If the reprogramming flash for the PCM is aborted or interrupted, repeat the procedure.

A. Reprogram the PCM:

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 park brake pedal.
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 PCM icon.
8. From the “PCM View” screen, 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 19. If the part numbers are not the same, continue to Step 9.

Service Procedure (Continued)

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 “**ECU Flash**” screen follow the wiTECH screen instructions to complete the flash.
11. Once the flash is complete click the “**OK**” button on the “**ECU Flash**” screen.
12. Select the “**Clear Stored DTC’s**” button.
13. From the “**PCM View**” screen, 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**” the flash is complete. If the part numbers are not the same, repeat Steps 7 through 13.
14. Select the “**Misc. Functions**” tab in the PCM View screen.
15. Highlight “**Clear Learned Variable Line Pressure (VLP) Counters**” and select the green arrow to start the procedure.
16. Follow the screen prompts to complete the procedure.
17. From the Misc. Functions tab screen, highlight “**Quick Learn (62TE)**” and select the green arrow to start the procedure.
18. Follow the screen prompts to complete the procedure.
19. Clear all stored DTC’s.
20. Turn the ignition to the “**OFF**” position and remove the wiPOD and battery charger from the vehicle.
21. Continue with **Section B. Install Authorized Modifications Label.**

Service Procedure (Continued)

B. Install the Authorized Modifications Label:

1. Type or print (with a ballpoint pen) the recall number, repair modification, dealer code and date on the Authorized Modifications Label (Figure 1).
2. Attach the label near the VECI label and then close the hood.
3. Complete Proof of Correction Form for California Residents.

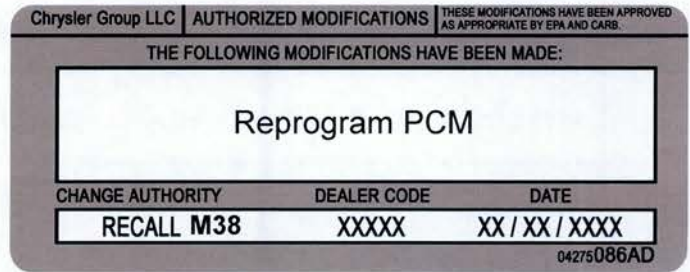


Figure 1 – Authorized Modification Label

NOTE: 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**. The correction form will provide proof that this recall has been performed when the owner renew the vehicle registration.

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 dealer payments.

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

	Labor Operation Number	Time Allowance
PCM Update Previously Performed	08-M3-81-81	0.2 hours
Reprogram Powertrain Control Module	08-M3-81-82	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.

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 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 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.

**Customer Satisfaction Notification M38
Reprogram Powertrain Control Module**

Page 7

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
Chrysler Group LLC



CUSTOMER SATISFACTION NOTIFICATION M38 REPROGRAM POWERTRAIN CONTROL MODULE

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 **2011 through 2013 model year Dodge Grand Caravan and Chrysler Town & Country vehicles equipped with a 3.6L engine and a six speed transaxle.**

Recommended Service: The Powertrain Control Module on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may contain software programming that could cause poor automatic transaxle shift quality. The new Powertrain Control Module software program will improve the shift quality of the automatic transaxle.

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

What you should do: Simply contact your Chrysler, Jeep, or Dodge dealer, at your convenience, to schedule a service appointment. Your 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 dealer, when you bring your vehicle in for this service.

If you need help: Please contact the Chrysler Customer Assistance Center at 1-800-853-1403.

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.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. You may also update this information on the web at
CCCCCCCCCCCCCCCCCCCCCCCCCCCC

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,
Customer Service / Field Operations
Chrysler Group LLC
Notification Code M38