



FCA
FIAT CHRYSLER AUTOMOBILES
SB-10058278-1977

May 2015

Dealer Service Instructions for:

Customer Satisfaction Notification P73 Reprogram Final Drive Control Module

Models

2005 - 2010 (WK) Jeep® Grand Cherokee

2006 - 2010 (XK) Jeep® Commander

*NOTE: This notification applies only to the above vehicles equipped with a Quadra-Trac II Full Time Active 4WD transfer case (sales code **DHX**) built through March 10, 2010 (MDH SOP through 031010).*

IMPORTANT: Some of the involved vehicles may be in dealer used 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 Final Drive Control Module (FDCM) software on about 295,600 of the above vehicles may cause the “Service 4WD” light to come on and an inability to switch 4WD mode when trying to shift out of the current selected mode.

Repair

The Final Drive Control Module (FDCM) must be reprogrammed with new software.

Service Procedure

NOTE: The wiTECH scan tool must be used to perform this recall. This procedure must be performed with software release level 15.04 or higher. If the reprogramming for the FDCM is aborted or interrupted, repeat the procedure.

Reprogram the Final Drive Control Module (FDCM):

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 voltmeter 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 under the steering column.
3. Place the ignition in the “**RUN**” position.
4. Open the wiTECH Diagnostic application.
5. Starting at the “**Select Tool**” screen, select the row/tool for the wiPOD device you are using.
6. Enter your “**User id**” and “**Password**”, then select “**OK**”.
7. Select the “**Next**” tab at the bottom of the screen.
8. From the “**Vehicle View**” screen, click on the “**FDCM**” icon.
9. From the “**FDCM 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 10.

Service Procedure (Continued)

10. With the cursor over the desired flash file, click the small green arrow button on the right side of the screen.
11. From the “**ECU Flash**” screen follow the wiTECH screen instructions to complete the flash.
12. Once the flash is complete click the “**OK**” button on the “**ECU Flash**” screen.
13. From the “**FDCM 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. Continue with Step 14. If the part numbers are not the same, repeat Steps 8 through 13.
14. Select “**Vehicle View**” from the “**FDCM View**” screen.
15. From the “**All DTC’s**” tab, select the “**Clear Stored DTC’s**” button.
16. Select “**OK**” from the pop-up text box.

NOTE: Any active Diagnostic Trouble Codes (DTC’s) may require an additional key cycle from “ON” to “OFF” to change DTC status from “active” to “stored”.
17. Turn the ignition to the “**OFF**” position, remove the wiPOD and battery charger from the vehicle and then close the hood.
18. Return the vehicle to the customer.

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 FCA to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Software Update Previously Performed	21-P7-31-81	0.2 hours
Reprogram Final Drive Controller Module	21-P7-31-82	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 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.

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.

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

CUSTOMER SATISFACTION NOTIFICATION

P73

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

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. This will be done at no charge to you.

We are recommending the following improvements be performed on certain **2005 through 2010 model year Jeep® Grand Cherokee and 2006 through 2010 model year Jeep® Commander vehicles equipped with a Quadra-Trac II Full Time Active 4WD transfer case.**

Recommended Service: **The Final Drive Control Module (FDCM) software on your vehicle may cause the “Service 4WD” light to come on and an inability to switch 4WD mode when trying to shift out of the current selected mode.**

What your dealer will do: **FCA will service your vehicle free of charge (parts and labor).** To do this, your dealer will reprogram the Final Drive Control Module (FDCM) with new software. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules. 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 FCA US Customer 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 your vehicle. If you have further questions go to **recalls.mopar.com**.

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 or you can mail 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**. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

We apologize for any inconvenience this service may cause to your schedule. FCA is 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. Thank you for being our customer.

Sincerely,
Customer Service / Field Operations
FCA US LLC