Dealer Service Instructions for:

Safety Recall P31
Reprogram Adaptive Cruise Control Module

Models

2014 (WD) Dodge Durango
(WK) Jeep® Grand Cherokee and Grand Cherokee SRT
(KL) Jeep Cherokee

NOTE: This recall applies only to the above vehicles equipped with Adaptive Cruise Control (sales code NH1, NH3, or NHZ) built from January 16, 2014 through April 17, 2014 (MDH 011608 through 041710).

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

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 repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry.

Subject

The Cruise Control on about 3,258 of the above vehicles may cause unintended continued vehicle acceleration after an accelerator pedal override maneuver. As a result, when the Cruise Control is set and the driver presses the accelerator pedal to accelerate more than the Cruise Control system would on its own, the vehicle may continue to accelerate briefly after the accelerator pedal is released. This could cause a crash without warning.

Repair

The Adaptive Cruise Control (ACC) Module must be reprogrammed with new software.
No parts are required to perform this service procedure.

The following special tools are required to perform this repair:

- NPN wiTECH VCI Pod Kit
- NPN Laptop Computer
- NPN wiTECH Software

NOTE: wiTECH must be used to perform this recall. This procedure must be performed with software release level 14.03 or higher. If the reprogramming flash for the Adaptive Cruise Control Module (ACC) 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 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 to the right of the hood release lever.

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 “ACC” icon.

8. From the “ACC 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 12. If the part numbers are not the same, continue with Step 9.

**NOTE:** If the ACC module software part number is 68223771AE, 68109355AF, 68139301AH, 68139301AI, or 68139301AK reprogramming of the ACC module is not required. Remove the wiTECH from the vehicle and return the vehicle to the customer.

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 “Flash Tab” screen, follow the wiTECH screen instructions to complete the flash.

11. Verify that all Diagnostic Trouble Codes (DTC’s) have been cleared.

12. 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:

<table>
<thead>
<tr>
<th>Labor Operation Number</th>
<th>Time Allowance</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACC Module Update Previously Performed 18-P3-11-81</td>
<td>0.2 hours</td>
</tr>
<tr>
<td>Reprogram ACC module 18-P3-11-82</td>
<td>0.2 hours</td>
</tr>
</tbody>
</table>

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

NOTE: See the Chrysler International Warranty Policy and Procedure Manual, Claim Entry Section – Recall Claims for claim processing instructions.

Owner Notification and Service Scheduling

All involved vehicle owners should be notified of the service requirement by their Dealer. Owners are requested to schedule appointments for this service. A sample copy of the owner notification letter is attached.
Vehicle Lists, Global Recall System, VIP and Dealer Follow up

All involved vehicles have been entered into the 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. Completed vehicles are removed from GRS within several days of repair claim submission.

**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.

Additional Information

If you have any questions or need assistance in completing this action, please contact your International Service and Parts Manager.

Global Service and Parts - International
Chrysler Group LLC
Dear Dodge or Jeep Vehicle Owner:

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2014 model year Dodge Durango, Jeep Cherokee and Jeep Grand Cherokee vehicles equipped with Adaptive Cruise Control (ACC).

The problem is... The Cruise Control on your vehicles may cause unintended continued vehicle acceleration after an accelerator pedal override maneuver. As a result, when the Cruise Control is set and the driver presses the accelerator pedal to accelerate more than the Cruise Control system would on its own, the vehicle may continue to accelerate briefly after the accelerator pedal is released. This could cause a crash without warning.

NOTE: It is recommended that you not activate the cruise control systems on your vehicle until the new cruise control software has been installed.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will reprogram the ACC module with new software. 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 dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Please bring this letter with you to your dealer.

If you need help... If you have trouble getting your vehicle serviced, please contact the Dealer nearest your location. A representative will assist you in getting your vehicle serviced. This information can be found in the Customer Assistance section of your Owner’s Manual.

We apologize for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Global Service & Parts - International
Chrysler Group LLC
Notification Code P31