



June 2014

Dealer Service Instructions for:

Safety Recall P31 / NHTSA 14V-293

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 new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Cruise Control on about 6,100 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.

Parts Information

No parts are required to perform this service procedure.

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 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 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 hood release lever.
3. Place the ignition in the “**RUN**” position.

Service Procedure (Continued)

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:

	Labor Operation Number	Time Allowance
ACC Module Update Previously Performed	18-P3-11-81	0.2 hours
Reprogram ACC module	18-P3-11-82	0.2 hours

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

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 Chrysler are being notified of the service requirement by first class 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.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

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 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.

Recall 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 recall 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 Services / Field Operations
Chrysler Group LLC



IMPORTANT SAFETY RECALL

P31 / NHTSA 14V-293

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

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear: (Name)

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 Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall 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 you or your vehicle. You may also update this information on the web at
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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.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

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

Customer Services / Field Operations
Chrysler Group LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.