



March 2011

Distributor/Dealer Service Instructions for:

## **Customer Satisfaction Notification L11 Tire Pressure Monitor System**

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### **Models**

**2011 (WK) Jeep® Grand Cherokee**

*NOTE: This notification applies only to the above vehicles equipped with 265/50R20 tires (sales code TX9) built from July 1, 2010 through January 25, 2011 (MDH 070100 through 012500).*

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

### **Subject**

The Tire Pressure Monitor (TPM) System on about 890 of the above vehicles may have been programmed to set a “low tire pressure” warning lamp at lower than intended tire pressure levels.

### **Repair**

The Totally Integrated Power Module (TIPM) must be programmed.

**Parts Information**

No parts are required to perform this service procedure.

**Special Tools**

**The following special tools are required to perform this repair:**

- NPN TechCONNECT PC
- 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 11.03 or higher. If the programming for the TPM System is aborted or interrupted, repeat the procedure.**

### **Program the TPM System:**

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 programming 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 the programming to be unsuccessful. 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 “**TIPMCGW**” icon.
9. Select “**Misc Function**” from the “TIPMCGW View” screen.
10. Select “**Update Pressure Thresholds**”, then click the small green arrow button on the right side of the screen.

**Service Procedure (Continued)**

11. From the “Update Pressure Thresholds” screen follow the wiTECH screen instructions to update the tire pressure threshold. The **“Front Tire Placard Press (HVY LD)”** and **“Rear Tire Placard Press (HVY LD)”** must be updated to 36 PSI in the TIPM and in the WCM/WIN which will require the vehicle PIN number.

**NOTE: The PIN number can be obtained from the original selling invoice, DealerCONNECT>Parts>Key Codes, or contacting the District Manager.**

12. Once the tire pressure threshold update procedure is completed, select **“Vehicle View”** from the **“TIPMCGW View”** screen.
13. From the **“All DTC’s”** tab, select the **“Clear Stored DTC’s”** button.
14. Select **“OK”** from the pop-up text box.
15. Turn the ignition to the **“OFF”** position, remove the wiPOD 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 Group LLC to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Program TPM System.	08-L1-11-82	0.2 hours

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

**Distributor/Dealer Notification**

**Regional offices will receive an electronic list of involved vehicles.** The Vehicle List is arranged by Distributor/Dealer code and in Vehicle Identification Number (VIN) sequence. The lists are for Distributor/Dealer reference in arranging for service of involved vehicles.

**Owner Notification and Service Scheduling**

All involved vehicle owners should be notified of the service requirement by their Distributor/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 DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved Distributors/Dealers with an updated VIN list of their incomplete vehicles. Completed vehicles are removed from GRS within several days of repair claim submission.

**Distributors/Dealers should perform this repair on all unsold vehicles before retail delivery.** Distributors/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.



## **CUSTOMER SATISFACTION NOTIFICATION L11 TIRE PRESSURE MONITOR SYSTEM**

Dear: Jeep Grand Cherokee Owner

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 model year Jeep® Grand Cherokee vehicles**.

**Recommended Service:** **The Tire Pressure Monitor (TPM) System on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may have been programmed to set a “low tire pressure” warning lamp at lower than intended tire pressure levels.**

**What your dealer will do:** **Chrysler will service your vehicle free of charge (parts and labor).** To do this, your distributor/dealer will program the Totally Integrated Power Module (TIPM). 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 distributor/dealer**, at your convenience, to schedule a service appointment. Your distributor/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 distributor/dealer, when you bring your vehicle in for this service.

**If you need help:** If you have trouble getting your vehicle serviced, please contact the Chrysler dealer/distributor 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 believe that this service will help to ensure your continuing satisfaction with your vehicle. Thank you for your attention to this important matter.

Sincerely,  
Global Service & Parts - International  
Chrysler Group LLC  
Notification Code L11