



November 2014

Dealer Service Instructions for:

Safety Recall P64 / NHTSA 14V-636

Reprogram Steering Column Control Module

Models

2014 (WD) Dodge Durango

(WK) Jeep® Grand Cherokee

NOTE: This recall applies only to the above vehicles built from October 03, 2013 through April 11, 2014 (MDH 100300 through 041123).

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 Steering Column Control Module (SCCM) on about 132,000 of the above vehicles may experience electrical interference (static) in the SCCM printed circuit board communication circuit. This unintended electrical interference (static) can cause the Electronic Stability Control (ESC) to become disabled and the ESC warning lamp to illuminate. This fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 126, "Electronic Stability Control Systems". A loss of ESC function during certain driving conditions could cause a crash without warning.

Repair

The SCCM must be reprogrammed with new software.

Service Procedure (Continued)

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 “**SCCM**” icon.
9. From the “**SCCM 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 15. If the part numbers are not the same, continue with Step 10.
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. Select the “**Clear Stored DTC’s**” button.
14. From the “**SCCM 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 15. If the part numbers are not the same, repeat Steps 8 through 13.
15. Turn the ignition to the “**OFF**” position, remove the wiPOD and battery charger from the vehicle and then close the hood.
16. 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 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
SCCM previously updated	18-P6-41-81	0.2 hours
Reprogram SCCM	18-P6-41-82	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.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 3.08 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

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

P64 / NHTSA 14V-636

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 certain **2014 model year Dodge Durango and Jeep® Grand Cherokee vehicles** fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 126 – Electronic Stability Control Systems.

The problem is... **The Steering Column Control Module (SCCM) on your vehicle may experience electrical interference (static) in the SCCM printed circuit board communication circuit. This unintended electrical interference (static) can cause the Electronic Stability Control (ESC) to become disabled and the ESC warning lamp to illuminate. A loss of ESC function during certain driving conditions could cause a crash without warning.**

What your dealer will do... **Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will reprogram the SCCM 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, Dodge or RAM 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.