



Revised March 2020

Dealer Service Instructions for:

Emissions Recall V08 3.0L Diesel Emissions

NOTE: Dealers must provide the updated AEM Disclosure form and Extended Warranty Document to the customer prior to performing V08. The updated AEM Disclosure form and Extended Warranty Document are included with any newly ordered Authorized Modification Label kits. Any previous kits will require the old AEM Disclosure form be discarded and an updated form printed. The updated AEM Disclosure form may be obtained/printed from DealerCONNECT or from the last page of this document.

SPECIAL NOTE: For (DS) RAM Pickups ONLY, CSN U07 should be performed AFTER Emissions Recall V08 as instructed in Step 49.

Remedy Available

2014-2016 (WK) Jeep® Grand Cherokee

2014-2016 (DS) RAM 1500 Pickup

NOTE: This recall applies only to the above vehicles equipped with a 3.0L turbo diesel engine (sales code EXF).

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

IMPORTANT: Some of the involved vehicles may be in Dealer vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Involved vehicles can be determined by using the VIP inquiry process.

Subject

Per FCA's agreement with EPA and CARB, FCA agreed to recall approximately 100,000 EcoDiesel vehicles to update the emissions control system software with the Approved Emissions Modification or "AEM."

Repair

Provide the updated AEM Disclosure form and Extended Warranty Document to the customer prior to performing V08. Inspect the software level of the Powertrain Control Module (PCM) to determine if modified or if the AEM can be successfully installed, and if necessary, reprogram the PCM. Inspect the software level of the Transmission Control Module (TCM) to determine if modified or if the AEM can be successfully installed, and if necessary, reprogram the TCM. Fill out supplied label and install on the vehicle.

Claim Requirements

You must take a clear, legible photo of the installed Recall label on the vehicle and download two Vehicle Scan Reports, one that displays the PCM and TCM calibration levels before completing the Recall, and another that displays the PCM and TCM calibrations levels after completing the Recall. For Warranty reimbursement, attach the photo and the two Vehicle Scan Reports to the claim and submit via RA to the Warranty Contact Center.

Parts Information

Part Number

CEMGV081AB – 3.0L Diesel Authorized Modification Label Kit

Description

V08/V11 AEM Label and Extended Warranty Document

NOTE: If dealer has any remaining stock of Authorized Modification Label Kits containing the AEM Disclosure form (Part # CEMGV081AA), remove and discard the AEM Disclosure form.

An updated AEM Disclosure form may be obtained/printed from DealerCONNECT or from the last page of this document.

Parts Information (Continued)**Ordering Additional labels and extended warranty information kits:**

The labels and extended warranty information may be ordered using the Marketing Materials link within DealerCONNECT. **Please note that this process is for replenishment only.**

Process Steps to Order Additional labels and extended warranty information kits:

1. Access the “**DealerCONNECT**” website.
2. Select the “**Marketing**” link in the header of DealerCONNECT.
3. Locate the “**Product Information**” section heading on the Marketing page.
4. Select the “**Literature and Merchandising Materials**” link in the product information section.
5. Locate the “**MOPAR**” section heading on the Literature and Merchandising Materials page.
6. Select the “**Recall Labels / Cards**” link listed in the MOPAR section.
7. **Select Item > Update Cart > Submit Order.**

Process steps to print updated AEM Disclosure form from DealerCONNECT:

1. Access the “**DealerCONNECT**” website.
2. Locate the “**Recall Resources**” section.
3. Under the “**Recall Central**” heading, select the “**Recalls**” link.
4. Locate the “**Repair Information**” section.
5. Select the “**V08/V11 AEM Disclosure form**” link.
6. Print a copy of the updated AEM Disclosure form.
7. Provide the updated AEM Disclosure form to the customer.

Parts Return

No parts return required for this campaign.

Service Procedure

NOTE: Provide the updated AEM Disclosure form and Extended Warranty Document to the customer prior to performing V08.

CAUTION: Do not interrupt the software update process in any way once it has begun. It may cause permanent damage to the PCM which will require replacement. It is highly recommended to have a new generic PCM unit available at the workshop before starting the Repair Procedure.

NOTE: The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this 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 micro pod II to the vehicle data link connector.
3. Place the ignition in the “**RUN**” position.
4. Open the wiTECH 2.0 website.
5. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
6. From the “**Vehicle Selection**” screen, select the vehicle to be updated.
7. Print and save a copy of the pre-flash Vehicle Scan Report.
8. Using the wiTECH tool or the cluster display record the Oil Life percentage.

Service Procedure [Continued]

9. From the “**Action Items**” screen, select the “**Topology**” tab.

NOTE: The PCM must be at the latest software calibration level after completing this recall.

10. From the “**Topology**” tab, select the “**PCM**” module icon.

11. From the “**Flash**” tab, compare the “**Current Electronic Control Unit (ECU) Part Number**” with the “**New ECU Part Number**” listed.

➤ If the “**Current ECU part Number**” **is** the same as the “**New Part Number**”, proceed to **Step 19**.

➤ If the “**Current ECU part Number**” **is NOT** the same as the “**New Part Number**”, continue with **Step 12**.

12. From the PCM tab, select the PCM flash part number. Read the flash special instructions page. Select “**OK**” to continue.

13. From the flash ECU agreement page, agree to terms by checking the box.

14. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.

15. Confirm the software is at the latest available calibration level.

➤ PCM flash successful and software is at the latest level, continue to Step 16.

➤ PCM flash failed, a STAR Case must be submitted, then contact the STAR Center to request further information.

16. Using the wiTECH tool or the cluster display compare the Oil Life percentage to the pre-flash percentage.

➤ If the Oil Life percentage is the same, continue to Step 19.

➤ If the Oil Life percentage changed, continue to Step 17.

Service Procedure [Continued]

17. From the “Topology” tab, select the “PCM” module icon.

NOTE: Disregard the introduction screen in the wiTECH "Oil Life Data Exchange" procedure and perform the "Oil Life Data Exchange" procedure following the screen prompts.

18. Select “Misc Functions” tab, select “Oil Life Data Exchange” then follow the screen prompts.

19. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.

20. From the “**Action Items**” screen, select the “**Topology**” tab.

NOTE: The TCM must be at the latest software calibration level after completing this recall.

21. From the “**Topology**” tab, select the “**TCM**” module icon.

22. From the “**Flash**” tab, compare the “**Current Electronic Control Unit (ECU) Part Number**” with the “**New ECU Part Number**” listed.

➤ If the “**Current ECU part Number**” **is** the same as the “**New Part Number**”, proceed to **Step 27**.

➤ If the “**Current ECU part Number**” **is NOT** the same as the “**New Part Number**”, continue with **Step 23**.

23. From the TCM tab, select the TCM flash part number. Read the flash special instructions page. Select “**OK**” to continue.

24. From the flash ECU agreement page, agree to terms by checking the box.

25. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.

26. Confirm the software is at the latest available calibration level.

➤ TCM flash successful and software is at the latest level, continue to Step 27.

➤ TCM flash failed, a STAR Case must be submitted, then contact the STAR Center to request further information.

Service Procedure [Continued]

27. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
28. Print and save a copy of the post flash Vehicle Scan Report.
29. Remove the battery charger from the vehicle.
30. Perform the following “**Service Diesel Particulate Filter Regeneration**” procedure.

NOTE: If any fault codes are present the following routine may abort.

WARNING: Due to the fact that the vehicle may be left unattended during this procedure, every precautionary measure must be taken to ensure that the vehicle cannot be stolen and that no person comes in contact with the hot exhaust or hot exhaust gases during the procedure.

NOTE: In order for Service Diesel Particulate Filter Regeneration to begin, the vehicle must be parked with the parking brake engaged, be at normal operating temperature, and have at least three gallons of fuel. If any of these conditions are violated after Service Diesel Particulate Filter Regeneration begins, or if the brake or accelerator pedal is pressed, Service Diesel Particulate Filter Regeneration will abort.

31. Position the vehicle on a **NONFLAMMABLE** surface such as concrete.

WARNING: Exhaust temperatures will be extremely high. Do not perform this procedure on flammable surfaces such as asphalt, grass, etc. or adjacent to property that may be damaged by the exhaust gases, or in a location where individuals may be required to pass adjacent to the exhaust.

32. Position the shift lever in Park and set the Parking Brake.
33. Mark an area 12 feet (3.66 meters) by 12 feet (3.66 meters) surrounding the exhaust outlet. The exhaust outlet should be six feet from the fore and aft ends of the marked off area.
34. If not already performed, connect the Diagnostic Scan Tool to the vehicle.

Service Procedure [Continued]

35. Start the engine and drive the vehicle to bring the engine above 140 F.
36. From the “**Action Items**” screen, select the “**Topology**” tab.
37. From the “**Topology**” tab, select the “**PCM**” module icon.
38. Select “**Misc Functions**” tab then select “**Service Diesel Particulate Filter Regeneration**”.

NOTE: During Service Diesel Particulate Filter Regeneration, engine RPM will be elevated to 2,500 RPM. When the engine RPM returns to normal idle, the Service Diesel Particulate Filter Regeneration has completed or aborted.

39. Follow screen prompts.

NOTE: The scan tool must remain connected during the Service Diesel Particulate Filter Regeneration. When the Service Diesel Particulate Filter Regeneration is finished the scan tool will report a successful regeneration.

40. Service Diesel Particulate Filter Regeneration will automatically abort once the cycle is complete. If Service Diesel Particulate Filter Regeneration needs to be aborted prior to the end of the cycle, any of the following manual methods can be used:
 - Turning the ignition OFF
 - Depressing the brake pedal
 - Moving the PRNDL from P/N to D/R
41. Once Service Diesel Particulate Filter Regeneration is complete, click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
42. Place the ignition in the “**OFF**” position and then remove the wiTECH micro pod II device from the vehicle.

Service Procedure [Continued]

- 43. Legibly type or print (with a ballpoint pen) the VIN, dealer code and date on the Authorized Modifications Label (Figure 1).

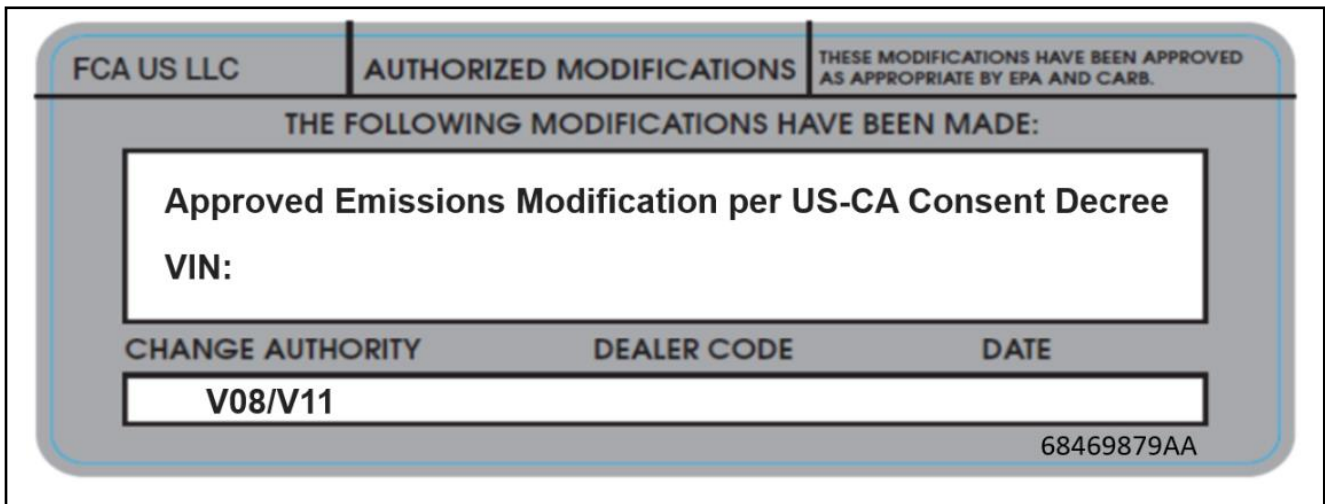


Figure 1 – Complete Label

- 44. Remove the paper backing from the clear film on the front of the Authorized Modifications Label then carefully apply the clear film over the front of the completed Authorized Modifications Label (Figure 2).

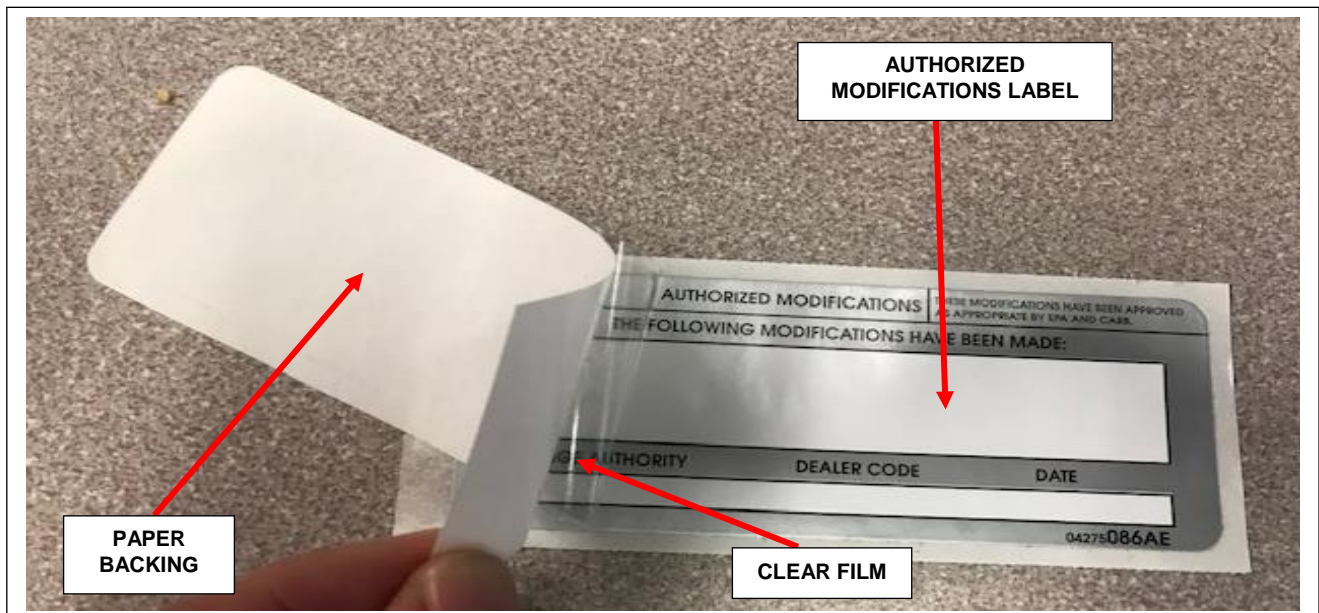


Figure 2 – Remove Backing from the Clear Film

Service Procedure [Continued]

- 45. Using isopropyl alcohol or glass cleaner and a soft cloth, clean an area near the VECI label.
- 46. Remove the Authorized Modifications Label from the paper backing and attach the label to the cleaned area near the VECI label (Figures 3 and 4).
- 47. Take a picture of the label on the vehicle making sure all label information is legible and submit the photo along with both the pre and post-flash Vehicle Scan Reports via RA to the Warranty Contact Center for reimbursement (Figures 3 and 4).



Figure 3 – Jeep Grand Cherokee Label Location

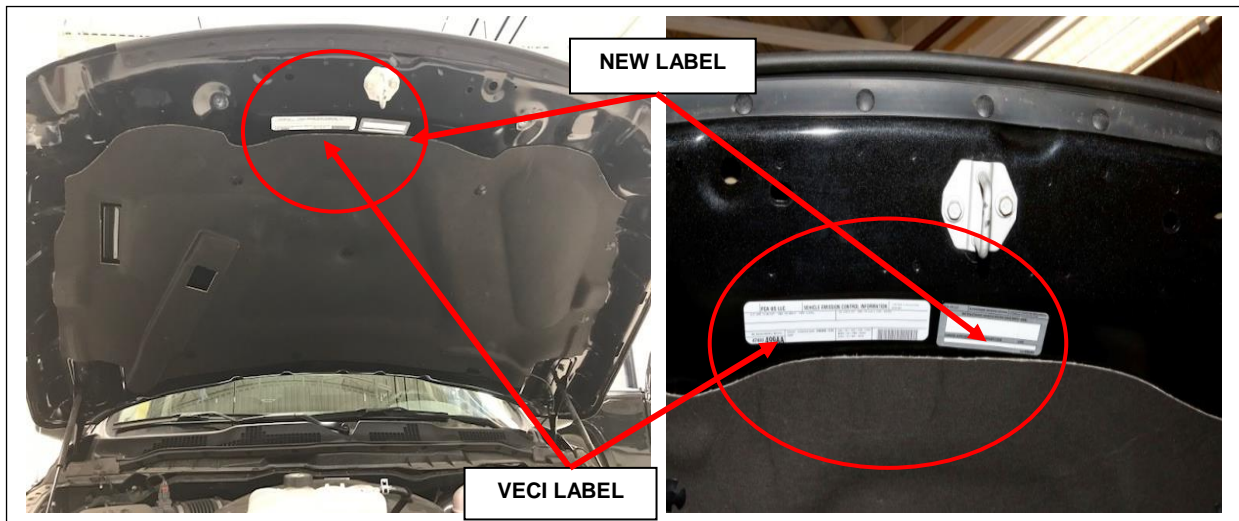


Figure 4 – RAM 1500 Label Location

Service Procedure (Continued)

48. For 2014 MY (WK) Jeep Grand Cherokee and (DS) RAM 1500 Pickups, if “Emissions Recall R69 - Selective Catalytic Reduction Catalyst” is not complete, perform R69 recall.
49. For (DS) RAM 1500 Pickups, if “Customer Satisfaction Notification U07 – AutoPark Functionality” is not complete, perform U07 recall.
50. Close the vehicle hood.
51. 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 paid will be used by FCA to record recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Inspect PCM and TCM Software Level and Perform Service DPF Regeneration	18-V0-81-82	0.7 hours
Inspect PCM and TCM Software Level and Reprogram PCM only with New Software and Perform Service DPF Regeneration (DS and WK models)	18-V0-81-83	0.9 hours
Inspect PCM and TCM Software Level and Reprogram TCM only with New Software and Perform Service DPF Regeneration (DS and WK models)	18-V0-81-84	0.7 hours
Inspect PCM and TCM Software Level and Reprogram both PCM and TCM with New Software and Perform Service DPF Regeneration (DS models)	18-V0-81-85	1.0 hours
Inspect PCM and TCM Software Level and Reprogram both PCM and TCM with New Software and Perform Service DPF Regeneration (WK models)	18-V0-81-85	0.9 hours
<u>Additional LOPs:</u>		
Customer Declined Recall	18-V0-8L-86	0.2 hours
Vehicle Modifications Prevent Recall from Being Performed	18-V0-8L-87	0.2 hours

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 FCA 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.

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
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

V08

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership.
2. Call the FCA Recall Assistance Center at **1-833-280-4748** to schedule an appointment.
3. Visit the settlement website (EcoDieselSettlement.com), scan the QR code below, or download the Mopar Owner's Companion App.

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS
Please reference Emissions Recall V08

IMPORTANT EMISSIONS RECALL

EPA and CARB Approved Emissions Modification and Extended Warranty

Dear [Name],

We write to provide you with important information about an emissions recall available for your vehicle.

Fiat Chrysler Automobiles (FCA) has reached an agreement with the U.S. Environmental Protection Agency (EPA) and the California Air Resources Board (CARB) to offer, free of charge, an "Approved Emissions Modification" for all model year 2014, 2015, and 2016 Ram 1500 and Jeep Grand Cherokee vehicles equipped with the 3.0L diesel engine (EcoDiesel). This Approved Emissions Modification updates the emission control system software and is intended to ensure that the vehicles' emissions are in compliance with the emissions standards to which they were originally certified. This agreement is set forth in a consent decree that resolves EPA and CARB lawsuits alleging that these vehicles fail to comply with federal and California law. FCA has also agreed to provide an extended warranty for vehicles that receive the Approved Emissions Modification. A description of the Approved Emissions Modification and extended warranty is provided on EcoDieselSettlement.com website.

TO SCHEDULE YOUR FREE REPAIR, CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY

SUBMIT A CLAIM TO GET PAID: MOST ELIGIBLE OWNERS GET UP TO \$3,075
ELIGIBLE LESSEES GET \$990

Owners and lessees of vehicles affected by this recall may claim compensation through a court-approved class action settlement. To claim compensation, you must submit a settlement claim and have the Approved Emissions Modification installed on your vehicle. Full details of the class action settlement and claims process, and the settlement with EPA and CARB are available online at the settlement website (www.EcoDieselSettlement.com).

WHY DOES MY VEHICLE NEED REPAIRS?

The Approved Emissions Modification is intended to ensure that the vehicles' emissions are in compliance with the emissions standards to which they were originally certified.

HOW DO I RESOLVE THIS IMPORTANT EMISSIONS ISSUE?

As long as your vehicle is free of any alterations to its emission control system that would substantially impede installation of the Approved Emissions Modification, FCA will repair your vehicle free of charge (parts and labor). Your dealer will reprogram the engine and transmission control modules in your vehicle. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. We recommend that you schedule a service appointment to minimize your inconvenience. FCA will provide a loaner vehicle at no cost for any Approved Emissions Modification that is scheduled to take longer than three hours or that is not complete within three hours of the scheduled start of the appointment. If you receive a loaner vehicle under this provision, you will have 24 hours to return the vehicle from the time FCA notifies you that the Approved Emissions Modification is complete. Please bring this letter with you to your dealership.

TO SCHEDULE YOUR FREE REPAIR, CALL YOUR US CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY

IF YOU NEED HELP

You can contact FCA Customer Care. They are available 24 hours a day / 7 days a week and can assist you in scheduling an appointment at a local dealer. They can be reached at: 1-833-280-4748.

FCA has also reached agreement with EPA and CARB to extend the warranty period on your vehicle's emission control system. The extended emissions warranty will begin after this repair has been completed. You can transfer this warranty in the event that you sell the vehicle.

This is not a Safety Recall. If you receive any notification of a Safety Recall campaign, you should respond as directed by that other notice.

Please keep this letter in your glove box along with your vehicle's other warranty information for future reference if necessary.

Customer Assistance/Field Operations
FCA US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371



FIAT CHRYSLER AUTOMOBILES

Extended Emission Warranty 3.0L Diesel

Subject to standard limitations like accident, abuse, neglect, or installation of non-certified parts, and applicable existing warranty provisions that will remain in effect, the Extended Warranty shall cover the cost of all parts and labor needed to repair the items listed below.

The Extended Warranty shall be in effect after your vehicle receives the Approved Emissions Modification. For vehicles originally sold in Canada and subsequently registered in the U.S., the Extended Warranty will apply only after the vehicle has been registered with FCA US LLC by providing FCA proof of state registration, proof of ownership or lease, and the current mileage/kilometers on the vehicle.

- Catalysts
 - Diesel Oxidation Catalyst / Diesel Particulate Filter (DPF) Assembly
 - Selective Catalyst Reduction (SCR) Catalyst
- Diesel Exhaust Fluid (DEF) System
 - DEF Injector
 - DEF Injector Controller
 - DEF Storage Tank
 - DEF Delivery Lines
 - DEF Concentration Sensor (2016 Model Year Ram 1500 and Jeep Grand Cherokee only)
 - DEF Supply Module, Pump, & Temperature Sensor Unit
- Parts of the Fuel System
 - Low Pressure Fuel Pump Module & Level Unit
 - Fuel Injectors
 - Fuel Rail
 - High Pressure Fuel Line
 - High Pressure Injection Pump & Regulator Unit
- Parts of the Exhaust Gas Recirculation (EGR) System
 - EGR Cooler Tubes
 - EGR Cooler
 - EGR Valve
 - EGR Temperature Sensor
 - EGR Cooler bypass actuator
- Other Sensors That Are Covered
 - Oxygen Sensors
 - NOx Sensors
 - Intake Manifold Pressure Sensor
 - Engine Coolant Temperature Sensor
 - Fuel/Water Separator Sensor

Extended Emission Warranty cont.

3.0L Diesel

- Intake Swirl Actuator Sensor
- Engine Camshaft Position Sensor
- Engine Crankshaft Position Sensor
- Particulate Matter Sensor
- Mass Airflow Sensor
- Boost Pressure Sensor
- Crankcase Pressure Sensor
- Exhaust manifold Pressure Sensor
- Throttle Valve
- Exhaust Temperature Sensor
- DPF Differential Pressure Sensor
- Engine Control Module (Computer)
- Transmission Control Module (Computer)/Valve Body & Solenoids
- Throttle Valve
- Cylinder Head Assembly, Including Valves, Springs, Valve Spring Keepers, Valve Seats, Cam Bearing Caps, and Manifold Studs (Camshaft and other components of the assembly are not covered)
- Engine Thermostat/housing/gasket
- The turbocharger system including all related hoses and pipes, all sensors and actuators.

Additionally, the Extended Warranty shall cover the cost of any OBD Diagnostic Scan for malfunctions that trigger the OBD Malfunction Indicator Light (MIL), regardless of whether the malfunction is attributable to a part that is covered under the Extended Warranty.



Approved Emissions Modification Disclosure 3.0L Diesel

1. Nature of the Approved Emissions Modification. The Approved Emissions Modification (AEM) consists of a software reflash that modifies the calibrations in your vehicle's Engine Control Unit (ECU) and Transmission Control Unit (TCU). There are no hardware changes to your vehicle associated with this AEM. However, your authorized Ram or Jeep dealership may make certain hardware changes to your vehicle or may modify your vehicle in accordance with open recall notices at the same time the AEM is installed. You should ask your authorized dealer about these changes to your vehicle, as they are not part of the AEM described in this document.

2. Key Vehicle Attributes. The AEM is not expected to change any of your key vehicle attributes, such as reliability, durability, vehicle performance, drivability, engine noise or vibration, or other driving characteristics. The original version of the AEM released in May of 2019 caused a slight hesitation or lag in acceleration during approximately the initial five minutes of driving after engine start until the engine and exhaust warm up. This problem, which was reported by only a small percentage of drivers, has been addressed by an updated AEM that the U.S. Environmental Protection Agency and the California Air Resources Board approved in December of 2019. With the updated AEM, for a short period of time after engine start, some customers may have to depress the accelerator pedal further to minimize any hesitation or lag in acceleration.

3. DEF Consumption. The AEM is not expected to change your Diesel Exhaust Fluid (DEF) tank refill interval. If your previous refill rate coincided with your oil change interval, that should not change with this software update. However, you may notice that under certain conditions your vehicle may use slightly more DEF as compared to prior usage.

4. Fuel Economy. Average fuel economy is not expected to change as a result of this AEM. The AEM may, under sustained low speed driving (e.g. under 21 mph) with frequent stops, decrease your fuel economy or, under sustained high speed driving conditions, may increase or decrease your fuel economy. As with all vehicles, however, several factors can affect your actual fuel economy such as: how and where you drive, vehicle condition, maintenance and age, fuel variations, and vehicle variations.

Disclosure Amendments:

The disclosures contained in this document may, upon approval by EPA and CARB, be modified if changes are necessary to account for updates to the AEM with respect to certain vehicles, as contemplated by Consent Decree Paragraph 31.f.

Information is also available at www.ecodieselsettlement.com.