

This notice applies to your vehicle.

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

W42

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 1-800-853-1403.** An agent can confirm part availability and help schedule an appointment
- 3. Visit recalls.mopar.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.

DEALERSHIP INSTRUCTIONS

Please reference CSN W42.

CUSTOMER SATISFACTION NOTIFICATION

Reprogram Powertrain Control Module

Dear [Name],

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you regarding an important improvement we would like to make to your vehicle ^[1]. This will be done at no charge to you.

We are recommending the following improvements be performed on [2018 Model Year (WK) Jeep Grand Cherokee] vehicles equipped with a 3.0L diesel engine.

WHY DOES MY VEHICLE NEED REPAIRS?

Your vehicle is equipped with a diesel particulate filter (DPF) that is designed to capture particulate matter (PM) that is formed in the engine. As explained in the owner's manual, the DPF has a self-cleaning mode to remove accumulated PM. If the DPF is not able to complete this self-cleaning, Diagnostic Trouble Code (DTC) P2463 (Diesel Particulate Filter Restriction – Soot Accumulation) may set. This would result in a Malfunction Indicator Lamp (MIL) and engine derate until the vehicle is serviced at a dealership. This update to your Powertrain Control Module (PCM) should help to reduce the total amount of time that your vehicle needs to spend in this self-cleaning mode and may increase the amount of time to respond to the message on the instrument cluster display before potentially setting P2463. Even with this PCM update, as specified in the owner's manual, please follow the messages on the instrument cluster display related to the DPF self-cleaning mode to help prevent this DTC from setting.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the current PCM software level and perform an update if a newer version of software is available. The estimated repair time is 30 minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

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

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[2] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the repair performed.

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

Customer Assistance/Field Operations
FCA US LLC



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

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.