

# DAIMLERCHRYSLER

February 2005

Dealer Service Instructions for:

## Customer Satisfaction Notification E03 Reprogram FCM / Fog Lamps

---

**Effective immediately, all repairs on involved vehicles are to be performed according to this notification. Rapid Response Transmittal (RRT) 04-030 and Technical Service Bulletin (TSB) 08-042-04 are being cancelled. Those vehicles that have already had this repair performed, as determined by our warranty records, have been excluded from this notification.**

### Models

**2005 (WK) Jeep® Grand Cherokee**

*NOTE: This notification applies only to the above vehicles equipped with Fog Lamps (sales code LNJ) and "Smart Beam" headlamps (sales code LMS) built from August 30, 2004 through December 21, 2004 (MDH 0830XX through 1221XX).*

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

### Subject

The Automatic "Smart Beam" headlamp system on about 17,200 of the above vehicles may not turn off the fog lamps as intended. This condition may be intermittent and could result in a run-down battery.

### Repair

The Front Control Module (FCM) must be reprogrammed (flashed) with revised software.

Parts Information

Due to the likelihood that the required labels are already in your parts inventory, no labels will be distributed initially. The following label may be ordered as needed.

Each vehicle requires application of the following labels:

<b><u>Part Number</u></b>	<b><u>Description</u></b>
04275086AB	Authorized Modifications Label

Special Tools

**The following existing special tools may be required to perform this repair:**

- CH9401\* StarSCAN Tool
- CH9404\* StarSCAN Vehicle Cable
- CH9409\* StarSCAN Documentation Kit
- CH9410\* StarSCAN Ethernet Cable 12 ft.
- CH9412\* StarSCAN Software Update Device Kit
- NPN TechCONNECT PC
- NPN StarSCAN Software Update CD

\* Part of CH9400 kit.

Service Procedure

### **Program the FCM Using the DealerCONNECT Internet System**

**NOTE:** The updated software was not available on Compact Disc (CD) at the time that this notification was initiated.

**NOTE:** The DealerCONNECT System, StarSCAN Tool (CH9401), StarSCAN Vehicle Cable (CH9404) and StarSCAN Ethernet Cable (CH9410) are required to use this programming method.

**CAUTION:** The StarSCAN must be at version 5.02 or higher before this procedure can be performed.

**NOTE:** The StarSCAN diagnostic scan tool fully supports DealerCONNECT Internet connectivity. However, in order to take advantage of this feature you must first configure the StarSCAN for your dealership's network. For instructions on setting up your StarSCAN for the dealer's network; refer to the StarSCAN Quick Start Networking Guide available on the [www.dcctools.com](http://www.dcctools.com) website under the "download center" link.

1. Install a battery charger and verify that the charging rate provides approximately 13.5 volts.
2. Use the following procedure to determine the FCM part number:
  - a. Connect the StarSCAN to the vehicle data link connector located under the steering column and turn the ignition key to the "RUN" position.
  - b. Power ON the StarSCAN.
  - c. From the StarSCAN Home Screen, select "ECU View".
  - d. From the StarSCAN ECU View Screen, select the FCM from the list of modules.
  - e. Select "More Options" and then select "ECU Flash".
  - f. Verify the FCM part number (software level).
    - If the FCM part number is **56040662AH** or **56040662AI** reprogram the FCM. Continue with Step 2 of this procedure.
    - If the FCM part number is **56040662AJ** or higher reprogramming is not required. Continue with Step 8 of this procedure.

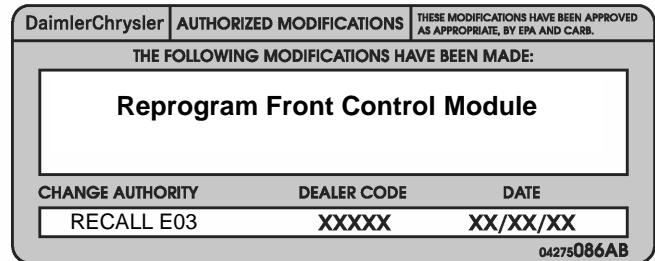
Service Procedure (Continued)

3. Connect the CH9410 StarSCAN ethernet cable to the StarSCAN and the dealer's network drop.
4. Download the flash file from the internet to the StarSCAN. Starting at the StarSCAN "**Home**" screen:
  - a. Select "**Flash Download**".
  - b. Select "**Download Files from DealerCONNECT**" and then press "**NEXT**".
  - c. Select "**Read Information from Connected Vehicle**" and then press "**Next**".
  - d. Press "**Finish**".
  - e. Select "**FCM**" and press "**Download to Scan Tool**".
5. Press the "**Show Shortcuts**" key and then press the "**Home**" key to return to the "Home" screen.
6. Download the file from StarSCAN to the vehicle. Starting at the StarSCAN "Home" screen:
  - a. Select "**ECU View**".
  - b. Browse the list of controllers using the scroll arrows. Highlight "**FCM (CGW)**".
  - c. Select "**More Options**".
  - d. Select "**ECU Flash**".
  - e. Highlight the FCM calibration shown on the screen.
  - f. Select "**Update Controller**".
  - g. Follow the on-screen instructions and perform prompts as required.
  - h. When update is completed, select "**OK**".
7. Check all modules for Diagnostic Trouble Codes (DTC's).

**NOTE: Due to the FCM programming procedure, a DTC may be set in other modules (TCM, PCM, CCN, WCM, etc.) within the vehicle, if so equipped. Some DTC's may cause the MIL to illuminate. Check all modules using "System View" from the "Home" screen, record the DTC's, and erase these DTC's prior to returning the vehicle to the customer. Erase any DTC's in the PCM only after all other modules have had their DTC's erased.**

Service Procedure (Continued)

8. Type or print (with a ballpoint pen) the recall number, dealer code and date on the Authorized Modifications Label (Figure 1).
9. Attach the label near the VECI label and then close the hood.



**Figure 1**

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 DaimlerChrysler to record recall service completions and provide dealer payments.

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

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
FCM Update Previously Performed	08-E0-31-81	0.2 hours
Reprogram Front Control Module	08-E0-31-82	0.5 hours

Add the cost of the label 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

All dealers will receive a copy of this dealer recall notification letter by mail. Two additional copies will be sent through the DCMMS. This notification can be viewed on DealerCONNECT by selecting “Global Recall System” on the Service tab, then clicking on the description.

Owner Notification and Service Scheduling

All involved vehicle owners known to DaimlerChrysler 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.

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.

# DAIMLERCHRYSLER

*Buckle up  
for Safety!*

## **CUSTOMER SATISFACTION NOTIFICATION REPROGRAM FRONT CONTROL MODULE / FOG LAMPS**

Dear: (Name)

The satisfaction of our customers is very important to DaimlerChrysler. Because of this, we are requesting owners of some **2005 model year Jeep® Grand Cherokee vehicles equipped with fog lamps and “Smart Beam” headlamps** to contact their dealer to have the following service performed.

***The problem is...***      **The automatic “Smart Beam” headlamp system on your Jeep (VIN: xxxxxxxxxxxxxxxxxxxx) may not turn off the fog lamps as intended. This condition may be intermittent and could result in a run-down battery.**

***What your dealer will do...***      **DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will reprogram the Front Control Module. The work will take about an hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.**

***What you must do...***      **Simply contact your dealer right away to schedule a service appointment. Remember to 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 DaimlerChrysler at 1-800-853-1403.**

Please help us update our records, by filling out the enclosed prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. Be sure to print the last eight (8) characters of the VIN (VVVVVVVV) and notification code E03 on the postcard.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler, P.O. Box 610207, Port Huron, MI 48061-0207, Attention: Reimbursement.

We're sorry 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.

Customer Services Field Operations  
DaimlerChrysler Corporation  
Notification Code E03