

September 29, 2008

TO: ALL DODGE AND JEEP DEALERS

FROM: GLOBAL SERVICE

SUBJECT: RAPID RESPONSE TRANSMITTAL/SERVICE ACTION #08-078
Express Up / Down Feature Calibration

INVOLVED VEHICLES:

2009 (WK) Grand Cherokee

2009 (XK) Commander

NOTE: This Service Action affects both sold and unsold vehicles.

NOTE: The VIN List is available on DealerCONNECT for all affected dealers. The VIN List has been inserted in the Service Tab under Rapid Response Transmittals. The dealers receiving the Rapid Response Transmittal Service Action are the "Ship To" dealers and the VIN's listed are specific to their dealership. All involved vehicles will be loaded into the VIP system.

DISCUSSION:

A number of vehicles may have been shipped without the power window Express Up / Down feature calibrated. If the feature is not calibrated, the power windows will only operate in manual mode. Dealers are required to inspect each front door to determine if the feature is functional, and calibrate the feature if found not operational.

REPAIR PROCEDURE:

1. With the Ignition in the Accessory or Run position, attempt to operate the Express Up / Down feature on the front (right and left) doors.
2. Does the Express Up / Down feature operate normally on each front door?
 - a. YES – No further action is necessary, return vehicle to inventory or customer.
 - b. NO – Perform the following steps to **Calibrate** the feature.
3. Operate the window to the full up position and continue to hold the switch (stall motor) for an additional 2 seconds.
4. Operate the window to the full down position and continue to hold the switch (stall motor) for an additional 2 seconds.
5. Again, operate the window to the full up position and continue to hold the switch (stall motor) for an additional 2 seconds
6. Test the Express Up / Down feature for proper operation by actuating the window switch for the express feature.
7. If the Express feature does not function, repeat step 3 through 7 until the calibration is complete.
8. Return vehicle to inventory or customer.

POLICY: Reimbursable within the provisions of the warranty.

NOTE: USE OF THE LABOR OPERATION INCLUDED WITH THIS SERVICE ACTION ON VEHICLES OTHER THAN THOSE INVOLVED MAY BE SUBJECT TO CHARGE BACK.

TIME ALLOWANCE:

LABOR OPERATION NO:

08-52-25-90 Inspect Express Operation - both doors (B) 0.2 Hrs.

08-52-25-91 Inspect Express Operation & Calibrate -
one or both doors (B) 0.2 Hrs.

FAILURE CODE: ZZ - Service Action

If you have any questions, contact your Business Center.