

April 23, 2009

**TO:** ALL CHRYSLER, JEEP, AND DODGE DEALERS

**FROM:** SERVICE OPERATIONS

**SUBJECT:** RAPID RESPONSE TRANSMITTAL/SERVICE ACTION #09-025  
Intermittent No Start / No Crank & Shifter Squeak Sound

**INVOLVED VEHICLES:**

2009	(JC)	Journey
2008	(RT)	Town & Country, Caravan (Includes International Markets)
2008	(WK)	Grand Cherokee
2008	(WH)	Grand Cherokee (International)
2008	(XK)	Commander
2008	(XH)	Commander (International)
2008	(LX)	300 and Charger
2008	(LE)	300 and Charger (International)

**NOTE:** This Service Action affects 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.

**NOTE:** This should be a top priority and be completed prior to sale to avoid suspect vehicles being delivered to customers.

**DISCUSSION:**

A number of vehicles were shipped that may have a coil wire in the WIN module that could become detached causing intermittent No Start or Crank. Additionally, RT models may have a shifter that when operated is squeaky. Dealers are required to replace the WIN module on all models listed and shifter assemblies on RT models that were built prior to June 19, 2008 (MDH0619XX).

**PARTS REQUIRED:**

AR (1)	05026147AH	Module, WIN	RT, JC, J5
AR (1)	05026148AH	Module, WIN	RT, JC, J5
AR (1)	05026149AH	Module, WIN	RT
AR (1)	05026296AF	Module, WIN	LX, W2, WK, XK
AR (1)	05026297AF	Module, WIN	LX, W2, WK, XK
AR (1)	05026298AF	Module, WIN	LX, W2, WK, XK
AR (1)	05026511AD	Module, WIN	LX
AR (1)	05026779AC	Module, WIN	LX
AR (1)	05026780AC	Module, WIN	LX
AR (1)	05026781AC	Module, WIN	LX
AR (1)	05026529AD	Module, WIN	LE, WH, XH
AR (1)	05026299AF	Module, WIN	LE, W2, WH, XH
AR (1)	05026167AH	Module, WIN	RT, JC, J5
AR (1)	05026528AE	Module, WIN	RT, JC, J5

## **PARTS REQUIRED (cont):**

AR (1) 1GJ35BD5AG Shifter (RT)  
AR (1) 1GJ35XDVAG Shifter (RT)  
AR (1) 1GJ35DK5AG Shifter (RT)

**NOTE: Shifter Assemblies are color coded.**

## **SPECIAL TOOLS / EQUIPMENT REQUIRED:**

NPN Battery Charger  
CH9401 StarSCAN® Tool  
CH9404D StarSCAN® Vehicle Cable  
CH9409 StarSCAN® Documentation Kit  
CH9410 StarSCAN® Ethernet Cable, 12 ft.  
CH9412 StarSCAN® Software Update Device Kit  
TechCONNECT PC or equivalent

## **REPAIR PROCEDURE:**

**Note: Before performing this Repair Procedure, the operating software in the StarSCAN® must be programmed with software release level 9.05 or higher. The software release level is visible in the blue header at the top of the StarSCAN® screen.**

**Note: The StarSCAN® diagnostic scan tool fully supports Internet connectivity. However, to take advantage of this feature you must first configure the StarSCAN for your dealership's network. Make sure the StarSCAN® is configured to the dealership's network before proceeding. For instruction on setting up your StarSCAN® for the dealer's network refer to either: DealerCONNECT > Service > StarSCAN® and StarMOBILE tools > Online Documentation, or refer to the StarSCAN® Quick Start Networking Guide. The StarSCAN® Quick Start Networking Guide is also available on the [www.dcctools.com](http://www.dcctools.com) website under the "Download Center".**

1. Open the hood and install a battery charger. Using a voltmeter, verify that the charging rate provides 13.2 - 13.5 volts. Set the battery charger to continuous charge. Remove the charger from the battery when complete.
2. Connect the CH9404D StarSCAN® vehicle cable to the StarSCAN® and the Vehicle's data link connector (DLC).
3. Insert FOBK and turn to the Run position
4. Power ON the StarSCAN®.
5. Select ECU View.
6. Touch the screen to highlight the WCM (WIN) in the list of modules.
7. Record the part number displayed on the screen.

**NOTE: The part number of the original module must be used to select the appropriate replacement module listed above in the parts table.**

8. Remove StarSCAN® from vehicle.
9. Order and replace the appropriate part number from the list above.

10. Refer to the service procedure available on DealerCONNECT/TechCONNECT, Group 8 Electrical > 8E Electronic Control Modules > Receiver, Wireless Ignition Node removal and installation procedures.

**NOTE: RT models built prior to June 19, 2008 (MDH0619XX) must have the shifter assembly replaced following step 11.**

11. Replace the shifter. Refer to the service procedure available on DealerCONNECT/TechCONNECT, Group 21 Transmission > Shifter Transmission > Removal > Instrument Panel. Start at step 14.

**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:**

08-80-32-91	Module, Wireless Ignition Node (WIN), Shifter – Replace and program (B) 2008 RT	0.7 Hrs.
08-80-32-91	Module, Wireless Ignition Node (WIN), Replace and program (B) 2009JC	0.6 Hrs.
08-80-32-91	Module, Wireless Ignition Node (WIN), Replace and program (B) 2008 LX, LE, WK, XK, WH, XH, W2	0.5 Hrs.

**FAILURE CODE:** ZZ - Service Action

If you have any questions, contact your Business Center.