

September 17, 2009

TO: ALL DODGE AND JEEP DEALERS

FROM: GLOBAL SERVICE

SUBJECT: RAPID RESPONSE TRANSMITTAL / SERVICE ACTION #09-061
Torque Converter Clutch Control

INVOLVED VEHICLES:

2010 (DS) Ram Truck (1500)
2010 (DX) Ram Truck (Mexico)
2010 (WK) Grand Cherokee
2010 (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.

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

DISCUSSION:

Some vehicles equipped with a 5.7L engine (Sales code EZH or EZC) and a 545 RFE transmission (sales code DGQ) may have been built with powertrain control module (PCM) software that calibrated the line pressure control limit too low for severe duty usage. This condition can affect torque converter durability.

Dealers are required to reprogram the PCM with updated software.

PARTS REQUIRED:

(1) 04275086AB Label, Authorized Modification

NOTE: The wiTECH Diagnostic Application is the Preferred Method for Flashing ECU's.

NOTE: The wiTECH Software Level must be at Release 10.01 or Higher to Perform this procedure.

NOTE: StarMOBILE Desktop Client or StarSCAN may also be used to perform this Procedure.

REPAIR PROCEDURE:

1. Reprogram the PCM with the latest software. Follow the detailed service procedures available in DealerCONNECT/TechCONNECT, Refer To Group 8 - Electrical > Electronic Control Modules - Service Information > Module - Powertrain Control > Standard Procedures > PCM/ECM Programming - Gas. After PCM reprogramming, the following must be performed:
 - a. **Clear any DTC's that may have been set in other modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow the tech to clear them.**

POLICY: Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

LABOR OPERATION NO:

18-19-06-G4 Module, Powertrain Control (PCM) - Reprogram (B) 0.2 Hrs.

International Related Operation

18-00-00-WT StarSCAN/StarMOBILE (International) (B) 0.2 Hrs.

FAILURE CODE: ZZ – Service Action

If you have any questions, contact your Business Center.