November 30, 2007

TO: ALL JEEP DEALERS

FROM: GLOBAL SERVICE

SUBJECT: RAPID RESPONSE TRANSMITTAL SERVICE ACTION #07-051
Door Module Flash - Overly Sensitive Obstruction Detection

INVOLVED VEHICLES: 2008 (WK) Grand Cherokee

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.

SYMPTOM/CONDITION:
A number of vehicles have been shipped with overly sensitive Obstruction Detection software when the driver or passenger front window is in the Express-UP mode. This causes a reversal condition for the window.

NOTE: StarMOBILE standalone mode or StarMOBILE desktop client may also be used to perform this procedure.

REPAIR PROCEDURE:
1. Install a battery charger and verify that the charging rate provides approximately 13.5 volts. Set the battery charger to continuous charge. Do not allow the charger to time out during the flash process. Remove the charger from the battery when the flash process is complete.
2. Connect the CH9410 StarSCAN® ethernet cable to the StarSCAN® and the dealer's network drop.
3. Connect the CH9404 StarSCAN® vehicle cable to the StarSCAN® and the vehicle data link connector (DLC).
4. Power ON the StarSCAN®.
5. Select "ECU View"
6. Touch the screen to highlight either DDM or PDM in the list of modules.
7. Select "More Options"
8. Select "ECU Flash".
9. Record the "Part Number", displayed on the "Flash DDM or PDM" screen, for later reference.

10. Select "Browse for New File". Follow the on screen instructions.
11. Highlight the listed DDM or PDM calibration.
12. Select "Download to Scantool".
13. Select "Close" after the download is complete, then select "Back".
14. Highlight the flash file and select "Update Controller". Follow the on screen instructions.

NOTE: No matter which file is selected (DDM or PDM), the flash procedure will automatically update both (Right/Left) Door Modules.

15. When the update is complete, select "OK".
16. Verify that the part number changed at the top of the "Flash DDM or PDM" screen.
17. Calibrate Express Up Mode for each window by:
    a. Holding the power window switch down in the first detent (manual down mode). Drive the glass to the full down position (fully open).
    b. Drive the glass into the full up position (fully closed). Hold the switch up in the first detent (manual up mode) and stall for 1 full second, continue depressing the switch for 1 second after glass has reached full up position.
    c. Drive the glass to the full down position (fully open) by holding the switch down in the second detent (Express down mode) for 1 second then release switch.
    d. Drive the glass to the full up position (fully closed) by holding the switch up in the second detent (Express up mode) for 1 second then release switch.
    e. Verify that the glass makes it to the full up position and does not reverse. If the window does not go into Express Mode repeat steps 17a through 17d.

NOTE: Due to the DDM or PDM programming procedure, a DTC may be set in other modules (TCM, BCM, SKREEM, etc.) within the vehicle, if so equipped. Some DTC's may cause the MIL to illuminate. From the "Home" screen select "System View". Then select "All DTCs". Press "Clear All Stored DTCs" if there are any DTCs shown on the list.

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:
18-19-14-11   Flash Reprogram – Module, Door, Both Front (B)   0.3 Hrs.

FAILURE CODE: ZZ - Service Action

If you have any questions, contact your Business Center.