



**CUSTOMER SATISFACTION NOTIFICATION J31  
TRANSMISSION FLUID TEMPERATURE WARNING**

Dear: (Name)

At Chrysler Group LLC, you can be assured that we are changing the way we look at quality. To prove our commitment to quality, the company is investing in and prioritizing improvements for every vehicle that we build. As part of that commitment, we are also targeting existing vehicles on the road today and contacting our customers to provide these quality improvements, at no charge, that will help to improve your ownership satisfaction.

We are recommending the following improvements be performed on some **2009 and 2010 model year Jeep® Wrangler vehicles equipped with an automatic transmission.**

**Recommended Service:** **The transmission fluid in your vehicle (VIN: xxxxxxxxxxxxxxxxxxx) may overheat under severe usage conditions such as trailer towing, snow plowing or extreme off-road driving. This service procedure will add a continuous chime feature to alert the driver of an elevated transmission fluid temperature condition.**

**What your dealer will do:** **Chrysler will service your vehicle free of charge (parts and labor).** To do this, your dealer will reprogram the Cabin Compartment Node (CCN) to add a transmission fluid temperature continuous chime feature. The work will take about ½ hour to complete. We recommend that you make an appointment with your dealer to minimize your inconvenience.

**What you should do:** Simply **contact your Chrysler, Jeep, or Dodge dealer,** at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available in your service can be completed in a timely manner. Although not required, it is recommended to bring this letter with you to your dealer when you bring your vehicle in for this service.

**If you need help:** Please contact the Chrysler Customer Assistance Center at 1-800-853-1403.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 3 weeks.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. You may also update this information on the web at  
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We apologize for any inconvenience this service may cause to your schedule. Moving forward we are committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center.

Sincerely,  
Customer Service / Field Operations  
Chrysler Group LLC  
Notification Code J31

## OWNER'S MANUAL ADDENDUM

### *“HOTOIL” Transmission Temperature Warning Message*

The “HOTOIL” cluster message accompanied with a continuous audible chime indicates that there is excessive transmission fluid temperature that might occur with severe usage such as trailer towing. It may also occur when operating the vehicle in a high torque converter slip condition, such as 4-wheel-drive operation (e.g., snow plowing, off- road operation). If this “HOTOIL” message accompanied with a continuous chime comes on, stop the vehicle and run the engine at idle or faster, with the transmission in NEUTRAL until the light turns off.

**CAUTION!** Continuous driving with the Transmission Temperature “HOTOIL” Warning message illuminated will eventually cause severe transmission damage or transmission failure.

**WARNING!** Continued operation with the Transmission Temperature “HOTOIL” Warning message illuminated could cause the fluid to boil over, come in contact with hot engine or exhaust components causing a fire that may result in personal injury.

### *Disabling Electronic Stability Program (ESP) for Modified Vehicles (4WD Models Only)*

Vehicles modified with larger tires and/or suspension lifts may experience early ESP activations as compared to a non-modified production vehicle depending on lift size, tire size, suspension changes and/or driving habits. If early ESP activations are experienced while driving a modified vehicle, the additional ability to permanently turn off ESP is available. A steering wheel/ESP button maneuver must be performed to permanently disable ESP and defeat the functionality of the ESP switch. Repeating the procedure will return the system to normal ESP operation and restore ESP switch functionality allowing ESP “Partial” or “Off” modes.

**WARNING!** With ESP in the permanent disable mode, enhanced vehicle stability offered by the ESP and Electronic Roll Mitigation (ERM) systems is unavailable. In an emergency evasive maneuver, the ESP and ERM systems will not engage to assist in maintaining stability. This disabled mode is intended for off-highway or off-road use only. Vehicle modifications requiring the owner to configure the vehicle in the ESP disabled mode will seriously affect the vehicle's roadworthiness and safety and may lead to loss of control and/or accident resulting in possible serious or fatal injuries.

*The following procedure will disable (or re-enable) ESP functionality in the vehicle:*

1. Shift the transfer case into the 4H range position.
2. Turn the steering wheel until it is centered and the wheels are pointed straight ahead.
3. Cycle the ignition key OFF to ON.
4. Wait approximately five seconds for the system bulb check.
5. Turn and hold the steering wheel one-half turn to the right (clockwise).
6. Press and hold the ESP OFF button for seven seconds.
7. Turn the steering wheel back to center, and turn and hold an additional one-half turn to the left (counter clockwise).
8. Press and hold the ESP OFF button for seven seconds.
9. Turn the steering wheel back to center.
10. Press and hold the ESP OFF button for seven seconds.
11. Cycle the ignition key to OFF.

After performing the ESP disable procedure correctly, “ESP OFF” will be displayed in the odometer for approximately 12 seconds each time the ignition is moved to ON. Repeating the ESP disable procedure will re-enable normal ESP operation.