



**PARTS & SERVICES**  
**Note 4702/V1**

## **CUSTOMER LEGAL RECALL**

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**FOR INTERNAL DISTRIBUTION BY THE DEALER**

<b><u>AP:</u></b>	<b>KWJ</b>	308(T9), 3008(P84), 5008(P87), 508(R8)
<b><u>AC:</u></b>	<b>JCB</b>	C4 SPACETOURER(B78), C5 AIRCROSS
<b><u>DS:</u></b>	<b>JCB</b>	DS7 CROSSBACK

## **EXPLANATION**

The affected vehicles may have been equipped with a Diesel Particulate Filter (DPF) subject to potential cracks following an unexpected overheating of the DPF.

The operation involves downloading the new version of the engine control module software.

### **For New Vehicle Distributors**

## **OPERATIONAL PROCEDURE**

The affected vehicles are visible in "Campaigns management" in the Manufacturer's after sales documentation portal.

Recall method:

1<sup>st</sup> contact – normal post letter within 3 days after the campaign launching

2<sup>d</sup> contact – reminder post letter sent by registered post 30 days after the first contact

3<sup>th</sup> contact – reminder letter sent by registered post 60 days after the first reminder letter

## **METHOD FOR REFUNDING POSTAGE COSTS**

AC/DS

See the bulletin 06-06-ICAR-543-NP-FR-AC

AP

See the bulletin 06-06-ICAR-543-NP-FR-AP

### **For Authorised Repairers**

## **OPERATING METHODS**

By interrogating the Manufacturer's after sales documentation portal, entering the VIN or VIS n° (17 serial n° characters or its last 8 figures).

### **Operation to be carried out:**

- Downloading the engine control software.  
(See workshop procedure attached)

As soon as the operation has been carried out, and only when it has been carried out, immediately notify the recall in the "Campaigns management" in the Manufacturer's after sales documentation portal and complete the Credit Claim as soon as possible.

## **Credit Claim**

Labour time and replacement parts - see workshop procedure attached

***Note: The following code must be entered in each of the 3 descriptions on the credit claim: "CAMPKWJJCB"***

**Other costs for the credit request (DS vehicles)**

**Replacement vehicle**

For this campaign, a loan vehicle is available for customers who express the need for one. Enter the code in the Replacement Parts field of the Credit Claim with the quantity authorised.

<b>Code</b>	<b>Max. quantity of days</b>	<b>Description</b>
VRCAMP000D	1	"Premium" vehicle loan

The loan documentation must be kept in the vehicle folder in case a check needs to be carried out.

**DS Service Valet**

The DS Service Valet for customers, who express the need for one, is reimbursed as follows: Indicate the country warranty value for this service into the amount box

FOR: 308(T9), 3008(P84), 5008(P87), 508(R8), C4 SPACETOURER(B78), C5 AIRCROSS,  
DS7 CROSSBACK

CUSTOMER LEGAL RECALL: ENGINE SOFTWARE

## 1 - WARRANTY PROCESS

Creation of a credit request with the following notes:

	AP	AC/DS
Allocation code	KWJ	JCB
Cause code	KWJK	JCBI
Fault code	G5A	G5A

AP labour time:

95T33A: 0.40H (Preventive operation: Intervention).

AC/DS labour time:

99T1CA10: 0.40H (Preventive operation: Intervention).

## 2 - REPAIR

**ESSENTIAL** : Observe the safety and cleanliness recommendations

Prerequisite	Information
Diagnostic tool required for the campaign	DIAGBOX
Minimum version of the diagnostic tool	9.123
Internet connection required	Yes
Method for connecting the diagnostic socket to the diagnostic tool	By wire
Diagnostic tool connected to domestic mains	Yes
Have all of the vehicle's keys to hand	No
Ancillaries battery charger connected to the vehicle	Yes

**PLEASE NOTE** : If the vehicle is equipped with keyless entry and starting, place the hands-free identifier in the electronic key reader or in the central storage compartment

**PLEASE NOTE** : Before carrying out this campaign, return the communication card to wired connection ("Bluetooth" mode strongly discouraged)

**PLEASE NOTE** : Connect a battery charger, in "charge" mode, to the ancillaries battery in the vehicle's engine compartment throughout the procedure

### 2 - 1 - Downloading over the Internet

Downloading over the Internet :

- Select the affected vehicle
- Select the ECU : Engine management ECU

- Select the menu : Repair
- Select the menu : Downloading
- Follow the instructions displayed on the diagnostic tool screen

**NOTE :** If the download is interrupted before it reaches 100%, start the procedure again from the beginning until the download is successful

**PLEASE NOTE :** Do not replace the engine management ECU

## **2 - 2 - Configuration by Internet**

Configuration :

- Select the affected vehicle
- Select the ECU : Engine management ECU
- Select the menu : Repair
- Select the menu : Configuration
- Follow the instructions displayed on the diagnostic tool screen

## **3 - CHECK AFTER REPAIR**

Perform the following operations :

- Read the fault codes
- Erase the fault codes (if necessary)
- Start the vehicle
- Check the operation of the vehicle
- Adjust the time on the audio system and/or the clock (if necessary)