



NUMBER: 21-001-16

GROUP: Transmission and
Transfer Case

DATE: January 06, 2016

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-059-15, DATED NOVEMBER 07, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE RELEASING AS AN RRT FOR US MARKET ONLY, INSPECTION NOTE ADDED AND NEW LABOR OP.**

****THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-001. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.****

HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING AN ECU IS AVAILABLE BY SELECTING "HELP" THEN "HELP CONTENTS" AT THE TOP OF THE wiTECH DIAGNOSTIC APPLICATION WINDOW.

THE wiTECH SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.

SUBJECT:

Flash: Transmission Diagnostic And Shift Enhancements

OVERVIEW:

This bulletin involves reprogramming the Transmission Control Module (TCM) with the latest available software.

MODELS:

2016

(KL)

Jeep Cherokee

NOTE: **The RRT portion of this bulletin applies to vehicles within the following markets/countries: US Market only.**

NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA, EMEA, LATAM and APAC.

NOTE: This bulletin applies to vehicles built on or before September 22, 2015 (MDH 0922XX) equipped with a 2.4L Engine (Sales Code ED6) and a 9 Speed Automatic Transmission (Sales Code DFH or DFJ).

NOTE: This bulletin applies to vehicles built on or before October 02, 2015 (MDH 1002XX) equipped with a 3.2L Engine (Sales Code EBH) and a 9 Speed Automatic Transmission (Sales Code DFH or DFJ).

SYMPTOM/CONDITION:

2.4L Engine (Sales Code ED6)

Some customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation, a technician may find the following Diagnostic Trouble Code (DTC) stored in the TCM memory:

- P061B - Internal Control Module Torque Calculation Performance.

In addition, some customers may experience one or more of the following conditions:

- Less than desired low speed drivability and response to accelerator pedal input.
- Less than desired 5-4 coast down transmission shift quality.
- Less than desired transmission shift quality.
- Transmission is slow to upshift after releasing the accelerator pedal.

3.2L Engine (Sales Code EBH)

Some customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation, a technician may find the following Diagnostic Trouble Code (DTC) stored in the TCM memory:

- P061B - Internal Control Module Torque Calculation Performance.

In addition, some customers may experience one or more of the following conditions:

- Less than desired low speed drivability and response to accelerator pedal input.
- Less than desired 5-4 coast down transmission shift quality.
- Less than desired transmission shift quality.
- Less than optimal transmission shift timing, driving up and down hills.
- Less than desired Engine Stop/Start re-engagement or smoothness.
- Transmission is slow to upshift after releasing the accelerator pedal.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all vehicle systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition listed above or if the technician finds the DTC, perform the Repair Procedure.

REPAIR PROCEDURE:

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Reprogram the TCM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the "HELP" tab on the upper portion of the wiTECH window, then "HELP CONTENTS." This will open the Welcome to wiTECH Help screen where help topics can be selected.
2. Clear any DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allows them to be cleared.

NOTE: **If the software is up to date use inspection LOP (18-19-05-CS) to close an active RRT.**

3. Verify the Powertrain Control Module (PCM) is programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the PCM software.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-05-CS	Module, Transmission Control (TCM) - Inspect (1 - Semi Skilled)	2 - Automatic Transmission	0.2 Hrs
18-19-05-CF	Module, Transmission Control (TCM) - Reprogram (1 - Semi Skilled)	2 - Automatic Transmission	0.2 Hrs

NOTE: The expected completion time for the flash download portion of this procedure is approximately 5 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

The dealer must choose which failure code to use. If the customer came in with an issue and the dealer found updated software to correct that issue, use failure code CC, for all other use failure code RF.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

CC	Customer Concern
RF	Routine Flash