



**NUMBER:** 21-050-15

**GROUP:** Transmission and Transfer Case

**DATE:** August 18, 2015

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-024-14, DATED JULY 25, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDE UPDATED SYMPTOMS AND LABOR OPERATION.**

**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 Shift Enhancements

***OVERVIEW:***

This bulletin involves selectively erasing and reprogramming the Transmission Control Module (TCM) with new software.

***MODELS:***

2014	LD	Dodge Charger
2014	LX	Chrysler 300

**NOTE: **\*\*This bulletin applies to vehicles equipped with the WA580 Automatic Transmission (Sales Codes DGJ).\*\*****

***SYMPTOM/CONDITION:***

The following Transmission Control Module (TCM) calibration improvements are available for vehicles equipped with WA580 Automatic Transmission (Sales Code DGJ) and are broken down per engine application.

**\*\*3.6L Engine (LD/LX)\*\***

- **\*\*Erratic shifting or poor performance complaints while driving up steep hills, towing, driving aggressively, or at high altitude during hot ambient temperatures.\*\***
- **\*\*Poor performance when driving aggressively.\*\***
- Poor powertrain response or performance when trying to accelerate from moderate vehicle speed in HOT ambient temperature conditions.
- Short shifting or surging during near to WOT accelerations with mild ambient temperature conditions.
- Transmission does not maintain vehicle set speed when cruise control is active and vehicle is traveling down steep grades.
- Hanging in gear complaints during HOT ambient temperature condition or when aggressively driving and WOT throttle is requested.

**\*\*3.6L Engine (LD Police)\*\***

- **\*\*Erratic shifting or poor performance complaints while driving up steep hills, or at high altitude during hot ambient temperatures.\*\***
- **\*\*Poor performance when driving aggressively.\*\***

**\*\*5.7L Engine (LD/LX)\*\***

- **\*\*Erratic shifting or poor performance complaints while driving up steep hills, towing, driving aggressively, or at high altitude during hot ambient temperatures.\*\***
- **\*\*Poor shift quality (bump or torque disturbance) when coasting to a stop.\*\***
- **\*\*Poor city fuel economy (AWD Only).\*\***
- Hanging in gear complaints during HOT ambient temperature condition or when aggressively driving and WOT throttle is requested.

**\*\*5.7L Engine (LD Daytona)\*\***

- **\*\*Erratic shifting or poor performance complaints while driving up steep hills, towing, driving aggressively, or at high altitude during hot ambient temperatures.\*\***
- **\*\*Poor shift quality (bump or torque disturbance) when coasting to a stop.\*\***
- **\*\*Poor city fuel economy.\*\***
- **\*\*Poor acceleration when driving > 50 Mph (80 Kph).\*\***

**\*\*5.7L Engine (LD Police)\*\***

- **\*\*Erratic shifting or poor performance complaints while driving up steep hills, driving aggressively, or at HIGH altitude during HOT ambient temperatures.\*\***
- **\*\*Poor shift quality (bump or torque disturbance) when coasting to a stop (4) Poor CITY Fuel Economy (AWD Only).\*\***
- **\*\*Poor shift quality (bump or torque disturbance) when coasting to a stop (4) Poor CITY Fuel Economy (AWD Only).\*\***

**\*\*6.4L Engine (LD/LX)\*\***

- **\*\*Poor shift quality (bump or torque disturbance) when coasting to a stop.\*\***
- **\*\*Hanging in gear after pressing accelerator pedal to WOT to accelerate vehicle.\*\***

**\*\*3.0L Engine (LX)\*\***

- **\*\*Hanging in gear after pressing accelerator pedal to WOT to accelerate vehicle.\*\***

**DIAGNOSIS:**

Using a Scan Tool (wiTECH™) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no Diagnostic Trouble Codes (DTC's) are set. If DTC's are present record them on the repair order and repair as necessary before proceeding further with this bulletin.

If any of the above conditions are present, perform the Repair Procedure.

**REPAIR PROCEDURE:**

**NOTE: The Powertrain Control Module (PCM) software must also be at the latest available software level upon completion of this repair. Refer to all applicable published service bulletins regarding Powertrain Diagnostic And System Enhancements for detailed repair procedures and labor times.**

**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 available 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 all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
**18-19-05-BX**	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 3 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, than 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.\*\***

<b>**CC</b>	<b>Customer Concern**</b>
<b>**RF</b>	<b>Routine Flash**</b>