



NUMBER: 21-018-15

GROUP: Transmission and Transfer Case

DATE: March 25, 2015

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-038-14, DATED NOVEMBER 25, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE ADDITIONAL SOFTWARE ENHANCEMENTS AND NEW LABOR OPS.**

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 LEVEL MUST BE AT **15.03**** OR HIGHER TO PERFORM THIS PROCEDURE.**

SUBJECT:

Flash: 8HP70 SRT Transmission Shift Enhancements

OVERVIEW:

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

MODELS:

2015 (WK) Jeep Grand Cherokee

NOTE: This bulletin applies to vehicles built on or before March 3, 2015 (MDH 0303XX) equipped with a 6.4L engine (Sales Code ESG) and an 8HP70 automatic transmission (Sales Codes DFK or DFD).

SYMPTOM/CONDITION:

A small number of customers may experience one or more of the following conditions.

- ****Less than desired gear shifts when driving on steep grades in lower altitudes.**
- Less than desired gear shifts during aggressive, high speed driving.
- Erratic 1-2 upshift in cold ambient temperatures.
- Delayed engagement shifting from reverse to drive. ******
- Harsh or inconsistent upshift that happens intermittently.
- Harsh or inconsistent downshift that happens intermittently while coasting or during passing maneuvers.
- Intermittent delayed shift from 6th gear during aggressive high speed driving.

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 the customer describes the symptom/condition listed above, 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. Using the wiTECH, 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 any DTCs that may have been set in any modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow the tech to clear them.

NOTE: DO NOT CLEAR THE SHIFT ADAPTIVES IN THE TCM'S MEMORY. THIS ACTION MAY CAUSE THE TRANSMISSION TO NOT SHIFT SMOOTHLY UNTIL THE ADAPTIVES ARE RE-LEARNED.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-05-AJ	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.

- CC - Customer Concern (Ex. Customer comes in with a concern and updated (flash) software is found pertaining to the concern).
- RF - Routine Flash (Ex. Customer comes in with no concern but updated (flash) software is found in VIP, wiTech or wiADVISOR).

CC	Customer Concern
RF	Routine Flash