

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 7

08-072-14 WD Intermittently

Cannot Shift out of Park



NUMBER: 08-072-14

GROUP: Electrical

DATE: September 18, 2014

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SUBJECT:

Intermittently The Vehicle Will Not Shift Out Of Park

OVERVIEW:

This bulletin involves replacing the electronic shifter, if required.

MODELS:

2013 - 2014	(DS)	Ram 1500 Pickup
2014	(WD)	Durango

NOTE: This bulletin applies to vehicles built on or before June 13, 2014 (MDH 0613XX) equipped with 8-SPD Auto 8HP70 Trans (sales code DFD) or 8-SPD 845RE Auto 845RE Trans (sales code DFL).

SYMPTOM/CONDITION:

The customer may experience not being able to shift out of park. This condition can be corrected by turning off the vehicle and allowing all of the modules to go to sleep. Once the modules have gone through a key cycle the DTC will go from active to stored and then the vehicle can be shifted out of park. On further inspection DTCs P0607-00-ECU INTERNAL PERFORMANCE and P0928-00-BTSI CONTROL may be found active or stored.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no DTCs are set other than the ones listed above. If DTCs are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition or if the technician finds **both** of the DTCs, perform the repair procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	56054273AG	Gearshift Controls DS With sales code CH1
1 (AR)	56054275AG	Gearshift Controls DS With sales code CH1 and DH8
1 (AR)	68171964AG	Gearshift Controls DS With sales code CIG
1 (AR)	68171965AH	Gearshift Controls DS With sales code CIG and DH9
1 (AR)	68171966AH	Gearshift Controls DS With sales code CIG and DH8
1 (AR)	56054430AE	Gearshift Controls WD vehicles only

REPAIR PROCEDURE:

- Using wiTech, check if the vehicle has both DTCs (P0607-00 and P0928-00). These DTCs can be active or stored.
- Were both DTCs found?
 - Yes >>> Replace the electronic shifter, proceed to [Step #3](#).
 - No >>> This bulletin does not pertain, perform normal diagnostic.
- Follow the replacement procedure in TechCONNECT, 21 - Transmission and Transfer Case/Automatic - 8HP70/8HP45/845RE - SHIFTER, Transmission/Removal and Installation.
- Clear any DTC's that may have been set in other modules due to the repair procedure.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-19-77-90	Module, Electronic Shifter (DS Vehicles) - Replace (2 - Skilled)	6 - Electrical and Body Systems	0.4 Hrs.
08-19-77-90	Module, Electronic Shifter (WD Vehicles) - Replace (2 - Skilled)	6 - Electrical and Body Systems	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 7

21-027-15 REV C WD Flash -

Transmission Shift

Enhancements



NUMBER: 21-027-15 REV. C

GROUP: Transmission and Transfer Case

DATE: October 09, 2015

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-027-15 REV. B, DATED AUGUST 15, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE UPDATES TO BUILD RANGE.**

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 reprogramming of the Transmission Control Module (TCM) with the latest available software.

MODELS:

2015	(WK)	Jeep Grand Cherokee
2015	(WD)	Dodge Durango

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

NOTE: This bulletin applies to WK vehicles built on or before June 12, 2015 (MDH 0612XX) equipped with a 3.6L Engine (Sales Code ERB) and an Automatic Transmission 845RE (Sales Code DFL).

NOTE: **This bulletin applies to WD vehicles built on before June 07, 2015 (MDH 0607XX) equipped with a 3.6L Engine (Sales Code ERB) and an Automatic Transmission 845RE (Sales Code DFL).**

NOTE: This bulletin applies to **WD and WK vehicles built on or before April 9, 2015 (MDH 0409XX) equipped with the 845RE 8 speed transmission (Sales Code DFL) and a 3.0L Gas Engine (Sales Code EHD).**

SYMPTOM/CONDITION:

A small number of customers may experience an erroneous Malfunction Indicator Lamp (MIL) Illumination. Upon further investigation, the technician may find a Diagnostic Trouble Code (DTC) stored in the TCM memory.

In addition, the following TCM calibration improvements are also available for vehicles equipped with the 845RE 8 speed transmission (Sales Code DFL). These improvements are listed per engine application.

3.0L Gas Engine (Sales Code EHD)

- P1DCD - TCM monitoring processor performance multiple clutches locked up.
- P1B13 - Park-By-Wire unintended out of park position.
- P0734 - Gear 4 Shift Incorrect Ratio.
- Improved upshift timing.
- Improved torque converter engagement.
- Improved shift timing during tow mode operation.
- Improved shift points during aggressive driving.
- Calibration improvement to correct bump feel during 2-1 downshift.
- Improved shift timing while in snow, base, and hill modes.

3.6L Gas Engine (Sales Code ERB)

- P1DCD - TCM monitoring processor performance multiple clutches locked up.
- P1B13 - Park-By-Wire unintended out of park position.
- P0734 - Gear 4 Shift Incorrect Ratio.
- Improved 4-3 and 3-2 downshifts.
- Improved shift timing at higher altitudes.
- Improved shift timing while in sand mode.
- Calibration improvement for multi-gear downshift timing during passing maneuvers.
- Calibration improvement for intermittent delayed upshift.

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 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 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 them to be cleared.

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-BV	Module, Transmission Control (TCM) - Reprogram (1 - Semi-Skilled)	21- Automatic Transmission	0.2 Hrs

NOTE: The expected completion time for the flash download is approximately 1 minute. 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.

CC	Customer Concern
RF	Routine Flash