

EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 07

21-009-14 Flash - Improved
Rolling Reverse to Drive Shift
Quality



NUMBER: 21-009-14

GROUP: Transmission and Transfer Case

DATE: March 13, 2014

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THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 14.02 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

Flash: Improved Rolling Reverse to Drive Shift Quality

OVERVIEW:

This bulletin involves flash reprogramming of the Transmission Control Module (TCM) with new software.

MODELS:

2014 WK Grand Cherokee

NOTE: This bulletin applies to vehicles built before January 8, 2014 (MDH 0108XX) equipped with a 3.0L Diesel engine (Sales Codes EXF).

SYMPTOM/CONDITION:

Customers may indicate that the rolling reverse to drive shift quality may not meet their expectations.

DIAGNOSIS:

If the customer describes the symptom, 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 software. 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.
2. Clear any DTC's that may have been set in other 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 adaptation memory cells in the TCM's memory. This action may cause the transmission to not shift smoothly until the adaptation memory cells are re-learned.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-05-9S	Module, Transmission Control (TCM) - Reflash - (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 effected by vehicle connection and network capabilities.

FAILURE CODE:

FM	Flash Module
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FLAT CHRYSLER

5-12-2016

ENCLOSURE 07

RC-IM08-12 CSN M08 Gear
Shift Indicator Light Brightness



March 2012

Distributor/Dealer Service Instructions for:

Customer Satisfaction Notification M08 Gear Shift Indicator Light Brightness

Effective immediately all repairs on involved vehicles are to be performed according to this notification. Service Bulletin 08-016-12 is no longer applicable for the involved vehicles only.

Models

2012 (LD) Dodge Charger

(LX) Chrysler 300

NOTE: This notification applies only to the above vehicles equipped with an 8-speed automatic transmission (sales code DFG) built through December 13, 2011 (MDH 121321).

IMPORTANT: Some of the involved vehicles may be in distributor/dealer used vehicle inventory. Distributors/Dealers should complete this service on these vehicles before retail delivery. Distributors/Dealers should also perform this repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The gear shift indicator light on about 18,000 of the above vehicles may be brighter than other instrument panel components during night time driving.

Repair

The Electronic Shift Module (ESM) must be reprogrammed with new software.

Service Procedure

NOTE: wiTECH must be used to perform this recall. This procedure must be performed with software release level 12.01 or higher. If the reprogramming flash for the Electronic Shift Module is aborted or interrupted, repeat the procedure.

A. Reprogram the Electronic Shift Module (ESM):

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

NOTE: Use an accurate stand-alone voltmeter. The battery charger voltmeter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If the voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

2. Connect the wiTECH VCI pod to the vehicle data link connector located under the steering column.
3. Place the ignition in the “**RUN**” position.
4. Open the wiTECH Diagnostic application.
5. Starting at the “**Select Tool**” screen, select the row/tool for the wiPOD device you are using.
6. Enter your “**User id**” and “**Password**”, then select “**OK**”.
7. Select the “**Next**” tab at the bottom of the screen.
8. From the “**Vehicle View**” screen, click on the ESM icon.
9. Select the “**Flash**” tab.
10. From the “**ESM View**” screen, compare the “**Current ESM Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current ESM Flash Number**” is the same as the “**New Part Number**” continue to Step 19. If the part numbers are not the same, continue to Step 11.

Service Procedure (Continued)

11. With the cursor over the desired flash file, click the small green arrow button on the right side of the screen.
12. From the “**ESM Flash**” screen follow the wiTECH screen instructions to complete the flash.
13. Once the flash is complete click the “**OK**” button on the “**ESM Flash**” screen.
14. Turn the ignition to the “**OFF**” position for 2 minutes.
15. Turn the ignition to the “**RUN**” position.
16. From the “**Vehicle View**” screen, select the “**Clear Stored DTC’s**” button.
17. Select “**OK**” from the pop-up text box.
18. From the “**ESM View**” screen, compare the “**Current ESM Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current ESM Flash Number**” is the same as the “**New Part Number**” the flash is complete. If the part numbers are not the same, repeat Steps 8 through 17.
19. Turn the ignition to the “**OFF**” position, remove the wiTECH VCI pod and battery charger from the vehicle.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by Chrysler to record Customer Satisfaction Notification service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Reprogram the Electronic Shift Module previously performed	08-M0-81-81	0.2 hours
Reprogram the Electronic Shift Module	08-M0-81-82	0.2 hours

Add the cost of the parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

Owner Notification and Service Scheduling

All involved vehicle owners should be notified of the service requirement by their Distributor/Dealer. Owners are requested to schedule appointments for this service. A sample copy of the owner notification letter is attached.

Vehicle Lists, Global Recall System, VIP and Distributor/Dealer Follow up

All involved vehicles have been entered into the Global Recall System (GRS) and Vehicle Information Plus (VIP) for Distributor/Dealer inquiry as needed.

GRS provides involved Distributors/Dealers with an updated VIN list of their incomplete vehicles. Completed vehicles are removed from GRS within several days of repair claim submission.

Distributors/Dealers must perform this repair on all unsold vehicles *before* retail delivery. Distributors/Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Additional Information

If you have any questions or need assistance in completing this action, please contact your International Service and Parts Manager.

Global Service and Parts - International
Chrysler Group LLC



CUSTOMER SATISFACTION NOTIFICATION M08 GEAR SHIFT INDICATOR LIGHT BRIGHTNESS

Dear: Chrysler/Dodge Owner:

At Chrysler Group LLC, you can be assured that we are changing the way we look at quality. To prove our commitment to quality, the company is investing in and prioritizing improvements for every vehicle that we build. As part of that commitment, we are also targeting existing vehicles on the road today and contacting our customers to provide these quality improvements, at no charge, that will help to improve your ownership satisfaction.

We are recommending the following improvements be performed on some **2012 model year Chrysler 300 and Dodge Charger vehicles equipped with an 8-speed transmission.**

Recommended Service: The gear shift indicator light on your vehicle (VIN: xxxxxxxxxxxxxxxxxxx) may be brighter than other instrument panel components during night time driving.

What your dealer will do: Chrysler will service your vehicle free of charge (parts and labor). To do this, your distributor/reprogram the Electronic Shift Module (ESM) with new software. The work will take about ½ hour to complete. We recommend that you make an appointment with your dealer to minimize your inconvenience.

What you should do: Simply contact your Chrysler, Jeep, or Dodge distributor/dealer, at your convenience, to schedule a service appointment. Your distributor/dealer will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. Although not required, we recommend bringing this letter with you to your distributor/dealer, when you bring your vehicle in for this service.

If you need help: If you have trouble getting your vehicle serviced, please contact the distributor/dealer nearest your location. A representative will assist you in getting your vehicle serviced. This information can be found in the Customer Assistance section of your Owner's Manual.

We apologize for any inconvenience, but we believe that this service will help to ensure your continuing satisfaction with your vehicle. Thank you for your attention to this important matter.

Sincerely,
Global Service & Parts - International
Chrysler Group LLC
Notification Code M08