SERVICE BULLETIN

**NUMBER:** 21-012-12 REV A

**GROUP:** Transmission and Transfer Case

**DATE:** October 31, 2012



**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-012-12, DATED OCTOBER 6, 2012, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS** AND INCLUDE THE ADDITION OF SOME 2013 MODEL YEAR VEHICLES.**

**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 RELEASE 13.01 OR HIGHER TO PERFORM THIS PROCEDURE.**

***SUBJECT:***
Flash: Transmission Shift Quality Improvements

***OVERVIEW:***
This bulletin involves flash reprogramming the Powertrain Control Module (PCM) with new software.

**NOTE: There may be two software packages to choose from. Both software updates will fix all symptoms/conditions listed. Refer to Service Bulletin 21-008-12 for details about the software choices.**

***MODELS:***

| | |
|---|---|
| 2011 - **2013** RT | Caravan/Town & Country |

**NOTE: This Service Bulletin applies to vehicles built with 3.6L engine (sales code ERB) and a 6 speed automatic transmission (sales code DG2) **built before September 26, 2012 (MDH 0926XX)**.**

***SYMPTOM/CONDITION:***
Some customers may notice any of the following:

- Harsh 1-3 upshift while operating in Economy (ECO) mode.
- Harsh 2-3 upshift while operating in normal mode.

**NOTE: For 2012 model year, the harsh 1-3 upshift in Economy Mode and the harsh 2-3 upshift in Normal Mode was corrected in the revised software enhancements that were released in Service Bulletin 21-008-12 dated March 23, 2012.**

- 1-2 upshift clunk following a throttle back out (2012 - **2013* model year only).

In addition to correcting the previous Symptom/Conditions, the following enhancements have been made to improve the shift quality of the 62TE transmission:

- Shift schedule changes for the 1-2, 3-4, 4-5, and 5-6 upshifts and the 6-4P, 6-5, and 5-4 downshifts.
- Fifth gear torque converter lock-up/unlock improvements.

***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 the customer describes the symptom, perform the Repair Procedure.

***PARTS REQUIRED:***

| Qty. | Part No. | Description |
|---|---|---|
| 1 | 04275086AD | Label, Authorized Modification |

***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 PCM 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. **After PCM reprogramming,** 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.
3. Using wiTECH clear the Variable Line Pressure (VLP) Counters, found in the Misc Function menu for the PCM ECU.
4. Using wiTECH perform the Quick Learn function, found in the Misc Function menu for the PCM ECU.
5. Type the necessary information on the "Authorized Modification Label" and attach it near the VECI label.

***POLICY:***
Reimbursable within the provisions of the warranty.

***TIME ALLOWANCE:***

| Labor Operation No: | Description | Amount |
|---|---|---|
| 18-19-06-S4 | Module, Powertrain Control (PCM) - Reprogram (Skill Level = C; Training Level = 2) | 0.2 Hrs. |

***FAILURE CODE:***

| | |
|---|---|
| FM | Flash Module |