THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-038 ALL APPLICABLE SOLD AND UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

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 14.03 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:
Flash: Crank No Start When Using Remote Start In Very Cold Temperatures

OVERVIEW:
This bulletin involves updating the software in the Body Control Module (BCM).

MODELS:

2014	(KL)	Cherokee

NOTE: This bulletin applies to vehicle built on or before November 05, 2013 (MDH 1105XX) equipped with Remote Start System (sales code XBM) and 2.4L engine (sales code ED6).

SYMPTOM/CONDITION:
The customer may experience when using the remote start in very cold weather, (-20 F -29 C) the vehicle will crank but will not start. The vehicle will only crank for a short time then stops. The BCM will see that the RPM is to low and will disengage the starter. The updated software will increase the time the BCM looks at the RPM and lower the RPM threshold from 400 to 300 RPM.

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

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition 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 BCM. Using the wiTECH Diagnostic Application for flashing the control modules is made available through the wiTECH Diagnostic Application. For instructions select the "HELP" tab on 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. Using the wiTECH Diagnostic Application and perform a BCM Proxi Alignment.
3. 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.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-02-M9	Module, Body Control (BCM) - Reprogram w/Proxi Configuration alignment (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs

NOTE: The expected completion time for the flash download portion of this procedure is approximately 6 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

FM	Flash Module