



NUMBER: 21-017-14 REV. A

GROUP: Transmission and Transfer Case

DATE: November 26, 2014

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-017-14, DATED APRIL 30, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE ADDITIONAL SYMPTOM/CONDITION AND DRIVEABILITY ENHANCEMENTS.**

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 15.02 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

Flash: Transmission Shift And Driveability Enhancements

OVERVIEW:

This bulletin involves selectively erasing and reprogramming the Powertrain Control Module (PCM) and Transmission Control Module (TCM) with new software.

NOTE: Both the PCM and TCM must be up to date for these changes to be effective.

MODELS:

2014 (WK) Jeep Grand Cherokee

NOTE: This bulletin applies to SRT8 vehicles built on or before January 15, 2014 (MDH 0115XX) **equipped with 6.4L V8 SRT Hemi MDS Engine (sales code ESG)****.**

SYMPTOM/CONDITION:

The customer may indicate that they are not satisfied with the shift quality of the transmission. Improvements to the transmission calibration have been made to the following:

Upshift Improvements

- Shift quality in Normal Mode
- Shift quality in Sport Mode
- Shift inhibit while transitioning in/out of MDS

Downshift Improvements

- Downshift quality while accelerating
- Downshift quality while coasting

General Improvements

- Torque converter clutch control during interlocked downshifts
- Torque converter clutch control during accelerator pedal tip in/out
- High speed gear hunting (shifting back/forth repeatedly between two gears)
- Allow 3rd gear launch at high altitude while in Snow Mode
- 2nd gear launch quality in ECO mode
- ****Improved reverse speed****
- ****Display 2nd gear when entering Manual Mode from Snow or ECO Mode****

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all engine systems are functioning as designed. If DTCs other than the ones listed above 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.

REPAIR PROCEDURE:

NOTE: Both the PCM and TCM must be up to date for these changes to be effective. The flash files for both PCM and TCM are combined into one flash file and are initiated by flashing the PCM. If the user attempts to start the flash process at the TCM, the wiTECH Diagnostic Scan Tool will instruct the user to start the flash process through the PCM.

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 both the **PCM** and the **TCM** with the latest software. Help using the wiTECH Diagnostic Application for flashing control modules is 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. **After reprogramming both modules, the following must be performed:**
 - a. Clear any DTCs 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.
 - b. ****Perform 8 Speed Transmission Shift Adaptation Procedure.****

POLICY:

Reimbursable within the provisions of the warranty.

NOTE: Time allowance includes time to perform the Transmission Adaptation Drive Learn Procedure.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-05-9X	Module, Transmission Control and Powertrain Control - Reprogram and perform the Transmission Adaptation Drive Learn Procedure (2 - Skilled)	2 - Automatic Transmission	1.5 Hrs.
95-14-01-02	Adaptation Drive Learn -Fuel Allowance - A Copy of the Fuel Receipt Must be Attached to the Repair Order	2 - Automatic Transmission	\$32.00

NOTE: The expected completion time for the flash download portion of this procedure is approximately 8 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

FM	Flash Module
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