



NUMBER: 21-036-14

GROUP: Transmission and Transfer Case

DATE: November 08, 2014

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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 15.02 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

Flash: Drivetrain Control Module (DTCM), Driveline Bump Sensation During Low Speed Transmission Downshifts

OVERVIEW:

This bulletin involves selectively erasing and reprogramming the Drivetrain Control Module (DTCM).

MODELS:

2014 (WK) Grand Cherokee

NOTE: This bulletin applies to vehicles equipped with a 6.4L engine (Sales Code ESG) and the QUADRA-TRAC Active On Demand 4WD system (Sales Code DHB).

SYMPTOM/CONDITION:

A small number of customers may experience a driveline bump sensation during low speed transmission downshifts. This condition typically occurs in speeds less than 15 mph (24 kph) during a 2-1 downshift.

DIAGNOSIS:

Using a Scan Tool with the appropriate Diagnostic Procedures available in TechCONNECT, verify all vehicle systems are functioning as designed. If DTCs or other conditions are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom above, 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 DTCM with the latest 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.

NOTE: After DTCM reprogramming, the following must be performed:

2. 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.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
18-19-07-9F	Module, Drivetrain Control (DTCM)- Reprogram (0 - Introduction)	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 2 minutes. Actual flash download times may be effected by vehicle connection and network capabilities.

FAILURE CODE:

FM	Flash Module
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