SERVICE BULLETIN

NUMBER: 21-014-14

GROUP: Transmission and Transfer Case

DATE: April 16, 2014

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: Transmission Shift Enhancements

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

MODELS:

2013	JK	Wrangler
2013	LC	Challenger
2013	WD	Durango
2013	WK	Grand Cherokee

NOTE: This bulletin applies to the following vehicles:

- **Wrangler vehicles equipped with the WA580 Automatic Transmission (Sales Code DGJ)**
- **Challenger vehicles equipped with either the 3.6L engine (Sales Code ERB) or the 6.4L Engine (Sales Code ESH or ESG) and the WA580 Automatic Transmission (Sales Code DGJ)**
- **Durango vehicles equipped with the 3.6L engine (Sales Code ERB) and the WA580 Automatic Transmission (Sales Code DGJ)**
- **Grand Cherokee vehicles equipped with the 6.4L engine (Sales Code ESG) for all markets except Australia (Sales Code 8AL) or the 3.6L engine (Sales Code ERB) (All Markets) and the WA580 Automatic Transmission (Sales Code DGJ). Australian vehicles equipped with the 6.4L can refer to Service Bulletin 21-010-14.**

SYMPTOM/CONDITION:
The following Transmission Control Module (TCM) calibration improvements are available for vehicles equipped with WA580 Automatic Transmission (Sales Code DGJ).

3.6L Grand Cherokee/Durango

- Transmission shifting does not meet customers expectation while towing a loaded trailer in high ambients (>32°C/90°F).
- Poor performance and/or poor powertrain response when trying to accelerate from speeds >58 kph (36 mph) - All Markets.
- Poor performance and/or poor powertrain response when trying to accelerate from speeds >48 kph (30 mph) - Japan/Taiwan/China vehicles only.
- Transmission shifts inconsistently (gear hunting) when driving up/down steep hills or when towing a trailer.

6.4L Grand Cherokee

- Poor acceleration or performance above 113 kph (70 mph).
- Transmission shifting while accelerating from a stop does not meet customers expectation.
- Harsh shifting during acceleration with moderate accelerator pedal and then lifting off the accelerator pedal.
- Cannot accelerate up a steep incline or with a loaded trailer in reverse.

3.6L Wrangler

- Transmission shifting does not meet customers expectation while towing a loaded trailer in high ambients (>32°C/90°F).
- Poor performance and/or poor powertrain response when trying to accelerate from speeds >48 kph (30 mph) - Japan/Taiwan/China vehicles only.
- Delayed Drive to Reverse shift engagement when the transfer case is in Low Range (4LO) - **Rubicon Only**.

2.8L Wrangler

- Transmission shifts inconsistently (gear hunting) when driving up/down steep hills or when towing a trailer.
- Delayed Drive to Reverse shift engagement when the transfer case is in Low Range (4LO)
- Transmission shifting while accelerating from a stop does not meet customers expectation.
- Poor vehicle performance in Drive
- Poor vehicle performance in Auto Stick Mode.
- Delayed upshifts and/or poor shift quality during acceleration from a stop when the transfer case is in Low Range (4LO) - **Rubicon Only**.

3.6L Challenger

- Transmission shifting does not meet customers expectation while towing a loaded trailer in high ambients (>32°C/90°F).

6.4L Challenger

- Poor acceleration or performance above 113 kph (70 mph).

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all TCM systems are functioning as designed. 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 any of the symptoms, 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 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. Clear any DTC's that may have been set in other modules due to reprogramming. The wiTECH application will automatically present all DTC’s 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
18-19-05-9V	Module, Transmission Control Module-Inspect/Reprogram (1 - Semi-Skilled)		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