



**NUMBER:** 18-036-14

**GROUP:** Vehicle Performance

**DATE:** July 04, 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 14.03 OR HIGHER TO PERFORM THIS PROCEDURE.**

**SUBJECT:**

Flash: Difficult to Start Engine In Cold Ambient Temps When Using the Block Heater. Also Includes Powertrain System Enhancements

**OVERVIEW:**

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

**MODELS:**

2012 - 2013	(WK)	Grand Cherokee
2012 - 2013	(WD)	Durango

**NOTE: This bulletin applies to vehicles equipped with a 5.7L engine (sales code EZH).**

**SYMPTOM/CONDITION:**

A small number of customers may experience the following condition:

- Engine is difficult to start in extreme cold ambient temps when using the block heater. This release improves the spark and fueling strategy used under these conditions.

The following system improvements have also been included in this software release:

- Improved Electronic Voltage Regulator control to more precisely maintain system voltage.

**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all engine 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 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 PCM 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 PCM reprogramming, the following must be performed:** 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
18-19-06-9L	Module, Powertrain Control (PCM) - Reprogram (1 - Semi-Skilled)	8 - Engine Performance	0.2 Hrs.

**NOTE: The expected completion time for the flash download portion of this procedure is approximately 5 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.**

**FAILURE CODE:**

FM	Flash Module
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