SERVICE BULLETIN

NUMBER: 21-038-14

GROUP: Transmission and Transfer Case

DATE: November 25, 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 15.02 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:
Flash: 8HP70 SRT Transmission Shift Enhancements

OVERVIEW:
This bulletin involves reprogramming the Transmission Control Module (TCM) with the latest available software.

MODELS:

2015	(WK)	Jeep Grand Cherokee

NOTE: This bulletin applies to vehicles equipped with a 6.4L gas engine (sales code ESG) and equipped with an 8HP70 automatic transmission (sales code DFK), built on or after July 31, 2014 (MDH 0731XX) and on or before October 09, 2014 (MDH 1009XX).

SYMPTOM/CONDITION:
A small number of customers may experience one of more of the following conditions.

- Harsh or inconsistent upshift that happens intermittently.
- Harsh or inconsistent downshift that happens intermittently while coasting or during passing maneuvers.
- Intermittent delayed shift from 6th gear during aggressive high speed driving.

DIAGNOSIS:
Using a Scan Tool (wiTECH) 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 any of the above conditions are present, 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. Using the wiTECH, reprogram the TCM 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
2. Clear any DTCs that may have been set in any modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow the tech to clear them.

NOTE: DO NOT CLEAR THE SHIFT ADAPTIVES IN THE TCM'S MEMORY. THIS ACTION MAY CAUSE THE TRANSMISSION TO NOT SHIFT SMOOTHLY UNTIL THE ADAPTIVES ARE RE-LEARNED.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-05-Z9	Module, Transmission Control (TCM) - Reflash - (0 - Introduction)	2- Automatic Transmission	0.2 Hrs.

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

FAILURE CODE:

FM	Flash Module