



NUMBER: 21-004-14

GROUP: Transmission and Transfer Case

DATE: February 14, 2014

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THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 14.02 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

Flash: Shift Quality Improvements

OVERVIEW:

This bulletin involves flash reprogramming of the Transmission Control Module (TCM) with new software.

MODELS:

2014 WK Grand Cherokee

NOTE: This bulletin applies to vehicles built before November 13, 2013 (MDH 1113XX) equipped with a 5.7L engine (Sales Codes EZH).

SYMPTOM/CONDITION:

Customers may indicate that the shift quality may not meet their expectations under the following conditions:

1. Upshift Improvements
 - Upshift quality in normal mode under light/medium acceleration
2. Downshift Improvements
 - Power-on downshift quality
3. General Improvements
 - Altitude drivability
 - High speed drivability
 - Grade drivability
 - ECO mode drivability
 - Torque converter clutch control on engagement and tip-in/out
 - General engagement quality in 4X4 high and 4X4 low range

DIAGNOSIS:

If the customer describes the symptom, 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. 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.
2. 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.

NOTE: Do not clear the adaptation memory cells in the TCM's memory. This action may cause the transmission to not shift smoothly until the adaptation memory cells are re-learned.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|---------------------|---|---------------------------|----------|
| 18-19-05-9M | Module, Transmission Control (TCM) - Reflash - (2 - Semi-Skilled) | 2- Automatic Transmission | 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 |
|----|--------------|