



NUMBER: 21-021-14

GROUP: Transmission and Transfer Case

DATE: July 01, 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: Drivetrain Control Module (DCTM) - Bump Felt in the Driveline While Turning From a Stop Such as in Parking Lot Maneuvers

OVERVIEW:

This bulletin involves flashing the Drivetrain Control Module (DCTM) with revised software.

MODELS:

2014 WK Grand Cherokee

NOTE: This bulletin applies to vehicles equipped with the QUADRA-TRAC II 4WD System or Two Speed On Demand Transfer Case (Sales Code DKA) and 5.7L Engine (Sales Code EZH) or the 3.0L Diesel Engine (Sales Code EXF or EHD) built before August 19, 2013 (MDH0819XX). If the vehicle is equipped with the 3.6L engine, please refer to Service Bulletin 21-007-13 REV. C.

SYMPTOM/CONDITION:

Customers may indicate that they feel a bump in the driveline while turning from a stop such as in parking lot maneuvers. This software release provides a more refined control of the 4WD system to more smoothly engage and release the 4WD system.

DIAGNOSIS:

If the customer describes any of the symptoms 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 DCTM with the latest software.
2. **After DTCM 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 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
18-19-07-9D	18-19-07-9B Module, Drivetrain Control - Reprogram (1 - Semi-Skilled)	2- Automatic Transmission	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 affected by vehicle connection and network capabilities.

FAILURE CODE:

FM	Flash Module
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