



NUMBER: 21-012-15

GROUP: Transmission and Transfer Case

DATE: February 28, 2015

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-026-14, DATED AUGUST 27, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES AN ADDITIONAL SOFTWARE ENHANCEMENT AND NEW LABOR OPS.**

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: Transmission Shift Enhancements

OVERVIEW:

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

MODELS:

2014 (WK) Jeep Grand Cherokee

NOTE: This bulletin applies to vehicles equipped with a 3.0L diesel engine (sales code EXF) and an 8HP70 Automatic Transmission (sales code DFD).

SYMPTOM/CONDITION:

- **** ECO mode will not retain settings. If ECO mode is turned off, it will turn back on after the ignition is cycled.****
- 3-2, 2-1 Shift bump on deceleration.
- Less than desired shift quality during hard acceleration.
- Excessive shifts during cruise control operation.
- Intermittent delay shift condition.
- Less than desired engine braking during downhill descent.
- Manual gear selection improvements at higher altitudes.
- Less than desired driveability performance in 4 low.
- Hesitation improvements.
- Inconsistent and/or harsh 1-2, 2-3, 3-4, 4-5 upshifts at moderate throttle.
- Inconsistent and/or harsh lift-foot upshifts.
- Inconsistent and/or harsh coasting 3-2, 2-1 downshifts in Hi or Lo range.

- Ratio fault detection during 1-2 upshift or 8-7 downshift.
- Grade hunting (repeated shifting while ascending a grade).
- 8-7-8 shift busyness when approaching max vehicle speed.
- Undesired gear selection at high altitude.
- Undesired gear selection when driving downhill (not enough powertrain braking).
- Time to exit TIP (manual/paddle shift mode) takes too long.
- Unintended downshifts driving at certain speeds.
- 4-3 coasting downshift may cause excessive engine noise during engine braking.
- Shift hanging when vehicle is started cold.
- Undesired shift toggling in Manual/Paddle Shift mode.
- Lo range selec-speed control 1-2 shift busyness.

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 symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed 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 TCM with the latest available 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 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 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-AC	Module, Transmission Control (TCM) - Reprogram (0 - Introduction)	2- Automatic Transmission	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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