



NUMBER: 21-005-15

GROUP: Transmission and Transfer Case

DATE: January 29, 2015

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-017-14 REV. A, DATED NOVEMBER 26, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE ADDITIONAL SYMPTOM/CONDITION AND 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 And Drivability Enhancements

OVERVIEW:

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

NOTE: Both the PCM and TCM must be up to date for these changes to be effective.

MODELS:

2014 (WK) Jeep Grand Cherokee

NOTE: This bulletin applies to vehicles equipped with 6.4L V8 SRT Hemi MDS Engine (sales code ESG).

SYMPTOM/CONDITION:

******A small number of customers may experience one or more of the following conditions.

- Will not reach max speed (over 256 kph) during freeway driving. (International Market Only)
- Less than desired upshift quality in Normal or Sport mode
- Shift inhibit while transitioning in/out of MDS mode
- Less than desired downshift quality while coasting with the brake released or while passing.
- Vehicle will not display 2nd gear when entering Manual mode from Snow or ECO mode

- High speed gear hunting (shifting back/forth repeatedly between two gears)
- Will not exceed 20 mph in reverse.
- Less than desired 2nd gear launch quality while in ECO mode
- Unable to launch in 3rd gear in Snow mode in higher altitudes.
- Less than desired shift quality during accelerator pedal tip in/out acceleration during Torque Converter Clutch operation.**

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 them on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom, perform the Repair Procedure.

REPAIR PROCEDURE:

NOTE: Both the PCM and TCM must be up to date for these changes to be effective. The flash files for both PCM and TCM are combined into one flash file and are initiated by flashing the PCM. If the user attempts to start the flash process at the TCM, the wiTECH Diagnostic Scan Tool will instruct the user to start the flash process through the PCM.

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 both the **PCM** and the **TCM** 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. **Cycle the key off for 10 seconds and turn back on.**
3. 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: ** This software update will clear the transmission shift adaptives requiring a drive learn.

4. Perform a Transmission Shift Adaptation Drive Learn. Refer to all applicable, published, service bulletins regarding the 8 Speed Transmission Shift Adaptation, Drive Learn Procedure for detailed repair procedures and labor times.**

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-05-AA	Module, Transmission Control and Powertrain Control - Reprogram (0 - Introduction)	2 - Automatic Transmission	0.3 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 8 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

FM	Flash Module
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