



NUMBER: 18-058-15 REV. A

GROUP: Vehicle Performance

DATE: September 23, 2015

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 18-058-15, DATED JULY 31, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE UPDATED VEHICLE BUILDS AND LABOR OPERATION.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-080 ALL APPLICABLE SOLD AND UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

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 IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.

SUBJECT:

Engine Stop/Start Not Available Message

OVERVIEW:

This bulletin involves reprogramming the Powertrain Control Module (PCM) with the latest available software.

MODELS:

2015 (KL) Jeep Cherokee

**NOTE: This bulletin applies to vehicles within the following markets/countries:
EMEA**

NOTE: **This bulletin applies to vehicles built on or before August 26, 2015 (MDH 0826XX) equipped with a 2.0L Engine (Sales Code EBT) and Euro 5 Emissions (Sales Code NBC).**

NOTE: This bulletin applies to vehicles built on or before July 15, 2015 (MDH 0715XX) equipped with either a 2.0L (Sales Code EBT) or 2.2L Engine (Sales Code EBU) and Euro 6 Emissions (Sales Code NB6).

SYMPTOM/CONDITION:

A small number of customers may experience an “Engine Stop Start Not Available” message in the Instrument Cluster after disconnecting the vehicle’s battery.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all engine systems are functioning as designed. If DTCs 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 a customer’s VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, or if the technician finds any of the DTCs 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 PCM 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.

NOTE: If the PCM already has the latest software, use LOP 18-19-04-CP to close the RRT portion of this service action.

2. Using wiTECH, restore configuration and align proxi. This routine is available under the 'Diagnostic Procedures' tab found on the home, 'Vehicle View', page of wiTECH.
3. Clear any DTCs that may have been set in all modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
4. Verify the Transmission Control Module (TCM) is programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the TCM software.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-04-CP	Module, Powertrain Control (PCM) - Inspect and/or Reprogram (0 - Introduction)	8 - Engine Performance	0.4 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:

The dealer must choose which failure code to use. If the customer came in with an issue and the dealer found updated software to correct that issue, use failure code CC, for all other use failure code RF.

- CC - Customer Concern (Ex. Customer comes in with a concern and updated (flash) software is found pertaining to the concern).
- RF - Routine Flash (Ex. Customer comes in with no concern but updated (flash) software is found in VIP, wiTech or wiADVISOR).

CC	Customer Concern
RF	Routine Flash