



NUMBER: 21-034-15

GROUP: Transmission and Transfer Case

DATE: May 23, 2015

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-057. 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.

SUBJECT:

Electronic Shifter Operation

OVERVIEW:

This bulletin involves Inspecting and replacing the Electronic Shifter (E-shifter) if required.

MODELS:

2015 (LX) Chrysler 300

NOTE: This bulletin applies to vehicles built on or before February 13, 2015 (MDH 0213XX) equipped with Rotary Shifter (Sales Codes C1G).

SYMPTOM/CONDITION:

Customer may experience the E-shifter will not shift out of park or the customer may be able to turn the E-shifter knob without the brakes being depressed. The shift indicator and cluster will show a flashing D and the cluster will display a message to put the shifter back to the park position. The Transmission will **NOT** shift out of park, when the brake pedal is **not** depressed. On further inspection the technician may find DTC P0928-00 BTSI Control.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify if Diagnostic Trouble Codes (DTCs) are set. 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 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 listed above or if the technician finds the DTC, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	56054497AF	Module - Electronic Shifter With Sales Code (XBQ)
1	56054498AF	Module - Electronic Shifter Without Sales Code (XBQ)

REPAIR PROCEDURE:

1. Using wiTECH check the part number of the Electronic shift module (ESM). The part number should end with AF or higher.
2. Select the ESM icon on wiTECH and then ECU information. Does the part number end with AF or higher?
 - a. Yes >>> The vehicle already has the updated module, this bulletin has been completed. Use the inspection LOP (08-19-77-91) to close an active RRT.
 - b. No >>> Proceed to step [Step #3](#).
3. Replace the E-shifter, follow the replacement procedure in TechConnect, 21 - Transmission and Transfer Case/Automatic - 8HP70/SHIFTER, Transmission/Removal and Installation.
4. Start the vehicle and verify the E-shifter operates correctly, step on the brakes and shift through all of the gear selections.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-19-77-91	Module, Electronic Shifter (ESM) - Inspect (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
08-19-77-92	Module, Electronic Shifter (ESM) - Replace (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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