



**NUMBER:** 21-051-15

**GROUP:** Transmission and Transfer Case

**DATE:** August 21, 2015

*This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.*

**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-020-14, DATED JUNE 27, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. THIS IS A COMPLETE REVISION AND NO ASTERISKS HAVE BEEN USED TO HIGHLIGHT REVISIONS.**

**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:***

Flash: Improved Transmission Shift Quality

***OVERVIEW:***

This bulletin involves flash reprogramming of the Transmission Control Module (TCM) with new software.

***MODELS:***

2014                      (KL)                      Jeep Cherokee

**NOTE: This bulletin applies to vehicles equipped with a 2.4L Engine (Sales Code ED6) and the 948TE 9-Speed transmission (Sales Code DFJ or DFH).**

***SYMPTOM/CONDITION:***

A small number of customers may experience a Malfunction Indicator Lamp (MIL) illumination or describe one or more of the following conditions. Upon further investigation, a technician may find the listed Diagnostic Trouble Code (DTC) stored in the TCM memory.

- P0711 - Transmission Fluid Temperature Sensor A Circuit Range-Performance.
- When driving on grades the 3-2 downshift is hard to achieve or not available.
- Poor shift quality during a 5-3 coast down.

**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 or if the technician finds the DTC, 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. Using the wiTECH, record the Clutch Fill and Fast Fill counter information.
2. 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.
3. Using wiTECH, Perform the TCM "VIN Verification" routine Located in the TCM "Misc Functions" menu and follow the on-screen prompts.
4. Using wiTECH, perform a "PROXI Configuration Alignment" routine located in the "Vehicle Preparations" tab on the main vehicle view screen.
5. Turn the ignition off and disconnect wiTECH for 1 minute. Open and close the driver's door and let all modules go to sleep.
6. Turn the ignition back on and reconnect wiTECH.
7. From the vehicle view screen, select "PROXI Configuration Alignment" routine again in the "Vehicle Preparations" tab and verify all modules are properly aligned.
8. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.. Proceed to.

**CAUTION: The Powertrain Control Module must be updated to the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the PCM software.**

9. Using wiTECH, compare the current Clutch Fill and Fast Fill counter information and compare that to the values recorded in [Step #1](#). Did all fill counters reset to 0?
  - a. Yes>>> Perform the 9 Speed Adaptation Drive Learn Procedure. Refer to all applicable published service bulletins regarding the 9 Speed Adaptation Drive Learn procedure for detailed repair procedures and labor times.
  - b. No>>> Procedure is complete. No further action is required.
10. Perform the 9 Speed Adaptation Drive Learn Procedure. Refer to all applicable published service bulletins regarding the 9 Speed Adaptation Drive Learn procedure for detailed repair procedures and labor times.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
18-19-05-B4	Module, Transmission Control (TCM) - Reflash (1 - Semi-Skilled)	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:**

**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.**

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, than failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

CC	Customer Concern
RF	Routine Flash