



NUMBER: 21-027-15

GROUP: Transmission and Transfer Case

DATE: April 21, 2015

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-039-14, DATED NOVEMBER 25, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE ADDITIONAL SYMPTOMS AND MODELS, NEW LABOR OPS, REMOVAL OF 5.7L ENGINE AND A REVISED CLEAN DATE.**

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 **15.04**** OR HIGHER TO PERFORM THIS PROCEDURE.**

SUBJECT:

Flash: Transmission Shift Enhancements

OVERVIEW:

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

MODELS:

2015	(WK)	Jeep Grand Cherokee
**2015	(WD)	Dodge Durango **

NOTE: **This bulletin applies to vehicles built on or before April 9, 2015 (MDH 0409XX) equipped with the 845RE 8 speed transmission (sales code DFL) and one of the following engines.****

- 3.0L gas engine (sales code EHD).
- 3.6L gas engine (sales code ERB).******

SYMPTOM/CONDITION:

****A small number of customers may experience a Malfunction Indicator Lamp (MIL) Illumination. Upon further investigation, the technician may find Diagnostic Trouble Code (DTC) P0734 - Gear 4 Shift Incorrect Ratio stored in the TCM memory.****

In addition, the following TCM calibration improvements are also available for vehicles equipped with the 845RE 8 speed transmission (sales code DFL). These improvements are listed per engine application.

3.0L gas engine (sales code EHD)

- Improved upshift timing.
- Improved torque converter engagement.
- Improved shift timing during tow mode operation.
- Improved shift points during aggressive driving.
- Calibration improvement to correct bump feel during 2-1 downshift.
- Improved shift timing while in snow, base, and hill modes.

3.6L gas engine (sales code ERB)

- Improved 4-3 and 3-2 downshifts.
- Improved shift timing at higher altitudes.
- Improved shift timing while in sand mode.
- Calibration improvement for multi-gear downshift timing during passing maneuvers.
- Calibration improvement for intermittent delayed upshift.

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. 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 any modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow the them to be cleared.

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-AU	Module, Transmission Control (TCM) - Reprogram (1 - Semi-Skilled)	21- Automatic Transmission	0.2 Hrs.

NOTE: The expected completion time for the flash download is approximately 3 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**