



NUMBER: 18-069-15

GROUP: Vehicle Performance

DATE: October 01, 2015

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 18-048-13, DATED OCTOBER 09, 2013, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES ADDITIONAL SYMPTOMS FOR RT VEHICLES.**

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: 3.6L Powertrain Diagnostic and System Improvements

OVERVIEW:

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

MODELS:

2014	(RT)	**Chrysler **Town & Country **Dodge **Grand Caravan
2014	(JC)	**Dodge** Journey

NOTE: **This bulletin applies to RT vehicles equipped with a 3.6L engine (sales code ERB).******

NOTE: This bulletin applies to JC vehicles built on or before September 11, 2013 (MDH 0911XX) equipped with a 3.6L engine (sales code ERB) .

SYMPTOM/CONDITION:

A small number of customers may experience ****the following symptom or conditions or**** a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the Technician may find that the following Diagnostic Trouble Code:

- ****Garage shift engagements into D may be harsh at times after shutdowns of 10-30 minute duration.**
- Harsh upshifts generated by backing out of the accelerator pedal.
- Harsh shifts can be felt after acceleration/deceleration driving maneuvers from a stop.******
- P0606 - Internal Control Processor.
- Accuracy improvements for the Automatic Oil Change Indicator (AOCI) system.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all engine 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, 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: After PCM reprogramming, the following must be performed.

2. Clear any 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.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-06-ES	Module, Powertrain Control (PCM) - Reprogram (1 - Semi-Skilled)	8 - Engine Performance	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 2 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 if the dealer finds a software update 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, 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**