



**NUMBER:** 21-042-15

**GROUP:** Transmission and Transfer Case

**DATE:** June 13, 2015

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**HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING MODULES 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 And Drivability Enhancements

***OVERVIEW:***

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

***MODELS:***

2014 (MK) Jeep Compass / Patriot

**NOTE: This bulletin applies to vehicles built with the 2.0L I4 DOHC 16V Dual VVT Engine (Sales Codes ECN) and 6 speed Automatic Transmission (Sales Codes DA4).**

***SYMPTOM/CONDITION:***

Customers may experience poor shift quality or a delayed shifts.

***DIAGNOSIS:***

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all engine systems are functioning as designed. If Diagnostic Trouble Codes (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 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 other modules 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
18-19-05-BJ	Module, Transmission Control (TCM) - Reprogram (1 - Semi-Skilled)	2 - Automatic Transmission	0.2 Hrs.

**NOTE: The expected completion time for the flash download portion of this procedure is approximately x 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