



NUMBER: 21-045-15

GROUP: Transmission and Transfer Case

DATE: July 03, 2015

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-040-14, DATED NOVEMBER 26, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE ADDITIONAL SYMPTOM CONDITIONS AND NEW LABOR OPS.**

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: 8HP70 Transmission Shift Enhancements

OVERVIEW:

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

MODELS:

2015 (WK) Jeep Grand Cherokee

NOTE: This bulletin applies to vehicles built on or before June 18, 2015 (MDH 0618XX) equipped with a 3.0L diesel engine (sales code EXF) and 8HP70 automatic transmission (sales code DFD or DFK), .

SYMPTOM/CONDITION:

A small number of customers may experience one of more of the following conditions.

- ****Bump sensation during low speed tip-in acceleration.****
- ****Downshift engine flare during coast down deceleration at higher altitudes.****
- ****Bump sensation during 6-5 downshift.****
- ****Bump sensation during 1-2 upshift.****
- Intermittent delayed upshifts in 1st or 2nd gear.
- Less than desired shift quality when operating the vehicle in Four Wheel Drive (4WD) Low mode.
- With the vehicle stationary and the Selec-Terrain system set to Snow Mode, the transmission will perform a 2-1 downshift when pressing the (+) steering wheel mounted shift paddle instead of remaining in 2nd gear.

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 other conditions are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

If any of the above conditions are present, perform the Repair Procedure.

REPAIR PROCEDURE:

NOTE: The Powertrain Control Module (PCM) software must also be at the latest available software level upon completion of this repair. Refer to all applicable published service bulletins regarding Powertrain Diagnostic And System Enhancements for detailed repair procedures and labor times.

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, 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 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.

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.

3. Verify the PCM software is programmed with the latest available software level. Refer to all applicable published service bulletins regarding Powertrain Diagnostic And System Enhancements for detailed repair procedures and labor times.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-05-BN	Module, Transmission Control (TCM) - Reflash (1 - Semi Skilled)	2- 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