



NUMBER: 21-047-15

GROUP: Transmission and Transfer Case

DATE: July 18, 2015

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HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING A ECM 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: Transmission Shift And Drivability Enhancements

OVERVIEW:

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

MODELS:

2016 (FB) Fiat 500X

NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA, EMEA.

NOTE: This bulletin applies to vehicles built on or before July 17, 2015 (MDH 0717XX) equipped with a 1.4L Engine (Sales Code EAM) and 9 Spd 948TE Automatic Transmission (Sales Code DFH).

SYMPTOM/CONDITION:

The customer may describe one or more of the following:

- Harsh 1-2 Upshift.
- Harsh Garage Shifts (Park to Reverse or Drive).

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all systems are functioning as designed. If DTCs or symptom conditions, are present other than the symptom condition listed above, 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 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.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-05-BQ	Module, Transmission Control (TCM) - Reprogram (0-Introduction)	21 - Transmission and Transfer Case	0.2 Hrs

NOTE: The expected completion time for the flash download portion of this procedure is approximately 4 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