



NUMBER: 21-026-16

GROUP: Transmission and Transfer Case

DATE: July 20, 2016

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-062-15, DATED NOVEMBER 11, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE ADDITIONAL REVISED BUILD DATES, ADDITIONAL ENGINE FOR LA VEHICLE, SYMPTOM/CONDITION IMPROVEMENT AND LOP.**

FOR HELP WITH USING wiTECH FOR ECU FLASH REPROGRAMMING, CLICK ON THE APPLICATION'S "HELP" TAB.

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	(LA)	Dodge Challenger
2016	(LD)	Dodge Charger
2016	(LX)	Chrysler 300

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

NOTE: This bulletin applies to LA, LX and LD vehicles built on or before **June 06, 2016 (MDH 0606XX)**** equipped with a 5.7L engine (Sales Codes EZH) and an 8HP70 automatic transmission (Sales Code DFK).**

NOTE: **This bulletin applies to LA vehicles built on or before June 06, 2016 (MDH 0606XX) equipped with a 5.7L engine (Sales Codes EZC) and an 8HP70 automatic transmission (Sales Code DFK).******

SYMPTOM/CONDITION:

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

- ****Improve shift quality for a 2-1 downshift.****
- Hanging or delayed upshift when braking down hill or when braking after high vehicle acceleration rate.
- Releasing the accelerator pedal rapidly causes hanging or delayed upshift.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related 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 TCM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
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 adaptive's in the TCM memory. This action may cause the transmission to not shift smoothly until the adaptive's are re-learned.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-05-DP	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 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, 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