



NUMBER: 21-003-16

GROUP: Transmission and Transfer Case

DATE: January 06, 2016

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-061-15, DATED NOVEMBER 10, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE RELEASING AS AN RRT FOR US MARKET ONLY, INSPECTION NOTE ADDED AND NEW LABOR OP.**

****THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-003. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.****

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: Transmission Diagnostic And Shift Enhancements

OVERVIEW:

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

MODELS:

2016 (UF) Chrysler 200

NOTE: **The RRT portion of this bulletin applies to vehicles within the following markets/countries: US Market only.******

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

NOTE: This bulletin applies to vehicles built on or before September 29, 2015 (MDH 0929XX) equipped with a 3.6L engines (sales code ERB) and 9-SPD 9HP48 auto transmission (sales code DF5).

SYMPTOM/CONDITION:

A small number of customers may experience the following:

- Poor shift quality.

The following enhancements are included in this software update:

- Upshift improvements.
- Downshift improvements.
- Better gear engagement.
- Uphill / Downhill improvements.
- Improved coasting behavior.

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 symptom conditions 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:

CAUTION: The Powertrain Control Module (PCM) must be updated to the latest available software at the conclusion of this repair procedure. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the PCM software.

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 "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 any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allows them to be cleared.

NOTE: **If the software is up to date use inspection LOP (18-19-05-CU) to close an active RRT.**

- 3. Verify the PCM is programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the PCM software.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-05-CU	Module, Transmission Control (TCM) Inspect (1 - Semi Skilled)	2 - Automatic Transmission	0.2 Hrs.
18-19-05-CJ	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 5 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