



**NUMBER:** 18-042-16

**GROUP:** Vehicle Performance

**DATE:** April 15, 2016

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 18-044-15, DATED MAY 21, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDES ADDITIONAL SYMPTOM/CONDITIONS, VEHICLE INFORMATION AND LABOR OP.**

**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-104. 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.**

**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: 3.0L Powertrain Diagnostic And System Enhancements

***OVERVIEW:***

This bulletin involves reprogramming the Powertrain Control Module (PCM) with the latest available software.

***MODELS:***

2014 (WK) Grand Cherokee (International Markets only)

**NOTE: This bulletin applies to vehicles equipped with a 3.0L engine (sales code EXF) **\*\*equipped with EURO Stage 5 Emissions W/EOBD 5 (Sales Code NBC) or equipped with EURO Stage 4 Emission Vehicle (Sales Code NB4) with Unique Export Emission Vehicle (Sales Code NBF) and Export Emissions (Sales Code NA1).\*\*****

***SYMPTOM/CONDITION:***

The customers may experience one or all of the following:

- **\*\*Buzzing type noise in the fuel rail area of the engine.\*\***
- Detonation type of noise while accelerating or at idle.

- Cruise Control lock out (inoperative) after several “+” cruise button inputs attempting to increase Cruise Set Speed. Turning the ignition off and back on will clear the condition.
- P2463-00 - Diesel Particulate Filter- Soot Accumulation..

The software enhancements also include:

- **\*\*Improvements to protect engine from fuels out of the EN590 specifications or fuels with a high biodiesel content.\*\***
- Improvements to the A/C compressor relay duty cycle operation to prevent ignition off battery draw.

### **DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all engine systems are functioning as designed. If DTCs other than the one listed above are present record them on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer’s VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition listed above or if the technician finds the DTC, perform the Repair Procedure.

### **REPAIR PROCEDURE:**

**CAUTION: Do not interrupt the software update process in any way once it has begun. It may cause permanent damage to the PCM which will require replacement. It is highly recommended to have a new generic PCM unit available at the workshop before starting the 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. Using wiTECH, Check the PCM calibration and see if it is up to date. Does the PCM software need to be updated?
  - a. Yes>>> Proceed to [Step #2](#).
  - b. No>>> Proceed to [Step #5](#).
2. Inspect/Reprogram the PCM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application’s “HELP” tab.

**NOTE: After PCM reprogramming, the following must be performed:**

3. Clear any DTCs that may have been set in any modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
4. Turn the ignition off for 35 seconds to complete the flash.
5. With the ignition key off, test for voltage on fuse F62 (10 amp red) located in the under hood Power Distribution Center (PDC) using a volt meter connected to ground. Was 12 volts measured at the fuse with the ignition off?

- a. Yes >>> Further diagnosis and repair is required. Refer to all applicable published TSBs or service information in DealerCONNECT/TechCONNECT regarding ignition off battery draw.
- b. No>>> The bulletin is now complete. If no software update was needed, use Labor Op (18-19-04-BM) to close out the RRT portion of this service action.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-19-04-BM	Module, Powertrain Control (PCM) - Inspect Software Level Only (0 - Introduction)	10 - Diesel	0.2 Hrs.
**18-19-04-FD	Module, Powertrain Control (PCM) - Software Inspect And Reprogram (0 - Introduction)	10 - Diesel	0.3 Hrs.**

**NOTE: The expected completion time for the flash download portion of this procedure is approximately 8 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 if the dealer finds a software update 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