



**NUMBER:** 21-014-16

**GROUP:** Transmission and Transfer Case

**DATE:** April 05, 2016

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**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 (K4) Jeep Cherokee

**NOTE: This bulletin applies to vehicles within the following markets/countries:  
APAC (China Market).**

**NOTE: This bulletin applies to vehicles built on or before March 14, 2016 (MDH 0314XX) equipped with a 2.0L I4 DOHC Engine (Sales Code ECK), 9 Speed 948TE Automatic Transmission (Sales Code DFH).**

***SYMPTOM/CONDITION:***

Some customers may experience unwanted activation of second gear start while in winter mode.

The following enhancements are included in the software update:

- Disable Winter Mode Second Gear Launch (Improve low traction launch).

***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, 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 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 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-D3	Module, Transmission Control (TCM) Reprogram (0 - Introduction)	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