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GROUP: 08 - Electrical

DATE: September 14, 2017

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-079-17 AUGUST 17, 2017, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE REVISED BUILD DATES.**

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: BCM Diagnostic and System Improvements

OVERVIEW:

This bulletin involves reprogramming the Body Control Module (BCM) with the latest available software.

MODELS:

2017 (WK) Jeep Grand Cherokee

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

NOTE: This bulletin applies to vehicles **built on or before March 01, 2017 (MDH 0301XX)**** equipped with Instrument Cluster W/Offroad Disp. Pages (Sales Code JAZ).**

SYMPTOM/CONDITION:

The customer may describe that the Pitch and Roll information does not appear in the radio screen.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (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:

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 repair procedure.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

NOTE: Advise the customer that any paired devices may need to be re-paired after this update.

1. Reprogram the BCM 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.
3. Using wiTECH, reconfigure the BCM to the vehicle. This routine is available under the 'Diagnostic Procedures' tab found on the home, 'Vehicle View', page of wiTECH.
4. Turn off the vehicle, unplug the wiTECH and open and close the driver's door. Let all modules go to sleep (this should take approximately one minute).
5. Reset the radio to factory settings. Settings> System Information> Reset to Factory Default (located at the bottom of the screen).
6. Reconnect wiTECH and clear any DTCs which may have been set during the reconfiguration procedure.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-02-CQ	Module, Body Control (BCM) - Reprogram and Reconfigure (0 - Introduction)	6 - Electrical and Body Systems	0.3 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 use failure code CC with this Service Bulletin.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Service Bulletin flash/reprogramming conditions.

CC	Customer Concern
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