



**NUMBER:** 21-002-17 REV. A

**GROUP:** 21 - Transmission  
and Transfer Case

**DATE:** June 9, 2017

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-002-17, DATED JANUARY 10, 2017, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDE NEW BUILD DATE, ADDITIONAL SYMPTOM, ENHANCEMENT, NEW LOP, AND UPDATED FAILURE CODE STATEMENT.**

**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-002. ALL APPLICABLE UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE UN-SOLD VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT.**

**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 Diagnostic and Shift Enhancements

***OVERVIEW:***

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

***MODELS:***

2017 (WK) Jeep Grand Cherokee

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

**NOTE: **\*\*This bulletin applies to vehicles built on or before May 17, 2017 (MDH 0517XX) equipped with a 6.4L Engine (Sales Code ESG) and a 8HP70 8-Speed Automatic Transmission (Sales Code DFK).\*\*****

***SYMPTOM/CONDITION:***

Some customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation, a technician may find the following Diagnostic Trouble Code (DTC) stored in the TCM memory:

- P1DCD-00 - TCM Monitoring Processor Performance Multiple Clutches Locked Up.

In addition, customers may also experience the following condition:

- **\*\*During an engine limp mode condition, the transmission remains in a fixed gear. This update allows transmission gear shifting while in limp-in mode, rather than a fixed gear. \*\***
- Bumps on 2-1 and 6-5 down-shift while braking.

**\*\*This software update also includes an enhancement:**

- Improved 5-4 down-shift.**\*\***

***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, other than the ones listed are present, record the issues 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! The Powertrain Control Module (PCM) MUST be updated to the latest available software. 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 available software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. Using wiTECH reset the adaptive values, and a Quick learn routing, this is found in Misc-Functions. For more details on this process, refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>28 - DTC-Based Diagnostics / Module, Transmission Control (TCM), 8HP70/Standard Procedure..
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. 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-FE	Module, Transmission Control (TCM) - Reprogram w/ 8HP70 Transmission Quick Learn Procedure (1 - Smei-Skilled)	2 - Automatic Transmission	0.5 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 depending on if this is a Rapid Response Transmittal (RRT) or 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 must be supplied.
- 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 must be supplied.
- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RRT.\*\*

CC	Customer Concern
RF	Required Flash