



NUMBER: 21-014-17

GROUP: Transmission and Transfer Case

DATE: March 31, 2017

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-040-16, DATED NOVEMBER 29, 2016, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE UPDATED BUILD DATES FOR FWD & AWD VEHICLES, AN ADDITIONAL SOFTWARE ENHANCEMENT, LOP AND UPDATED FAILURE CODE STATEMENT.**

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:

2016 (K4) Jeep Cherokee (China)

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

NOTE: **This bulletin applies to vehicles built on or after November 29, 2016 (MDH 1129XX)**** equipped with a 2.4L Engine W/ESS(Sales Code EDD), 9 Speed Automatic Transmission (Sales Code DFH), 3.73 Final Drive Ratio (Sales Code DME), Export Emissions (Sales Code NA1), and Active Grille Shutters (Sales Code MDX).**

NOTE: **This bulletin applies to vehicles built on or after January 04, 2017 (MDH 0104XX)** equipped with AWD Single Speed Power Takeoff (Sales Code DK2), 2.4L Engine W/ESS(Sales Code EDD), 9 Speed Automatic Transmission (Sales Code DFH), 3.73 Final Drive Ratio (Sales Code DME), Export Emissions (Sales Code NA1), and Active Grille Shutters (Sales Code MDX).****

SYMPTOM/CONDITION:

Some customers may experience a less than desirable upshift in the transmission.

The following enhancements are included in the software update:

- ****Min spark changes to prevent catalytic converter overheating.****
- Transmission up shift quality enhancement in conjunction with Powertrain Control Module (PCM) reprogram.

DIAGNOSIS:

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

NOTE: Upon completion of this ECU reprogramming session an additional key cycle may be required to clear active DTCs.

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-ET	Module, Transmission Control (TCM) Reprogram (0 - Introduction)	2 - Automatic Transmission	0.3 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 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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