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GROUP: 08 - Electrical

DATE: July 15, 2017

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-051-17, DATED JUNE 23, 2017, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE VERBIAGE IN NOTE AND A REVISED STEPS.**

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: Electronic Shift Module (ESM) System Improvements

OVERVIEW: This bulletin involves updating the ESM software and if necessary replacing the "PRNDM".

MODELS:

2016 - 2017 (WK) Jeep Grand Cherokee

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

NOTE: This bulletin applies to vehicles built on or before January 30, 2017 (MDH 0130XX).

SYMPTOM/CONDITION:

The customer may experience the following:

Service shifter warning indicator in cluster is illuminated and one of the following two symptoms are experienced:

- Shifter lever is locked in park (occurs intermittently upon start up). After 2.5 minutes shifter becomes responsive and functions as designed.
- "PRNDM" display on the shifter does not illuminate (See Note).

NOTE:If PRNDM is not illuminated after 2.5 minutes, the memory could be corrupted to the point that this flash will NOT repair the PRNDM and the PRNDM may need replacement. Refer to the detailed service procedures available in DealerCONNECT>TechCONNECT Under: Service Info>28 - DTC-Based Diagnostics/Module, Electronic Shift (ESM), 8HP45/845RE/ Diagnosis and Testing > U114C-00.****

Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find one or more of the following stored Diagnostic Trouble Codes (DTCs) set:

- U1465-00 - Implausible Driver Shift Request Signal Received.
- U1466-00 - Implausible Driver Shift Request Signal Received On DPT CAN.
- U1267-00 - No Valid Data From Esm On CAN-C or CAN-DPT.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related 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 or if the technician finds the DTC, perform the Repair Procedure.

PARTS REQUIRED:

| Qty. | Part No. | Description |
|--------|------------|----------------------------|
| 1 (AR) | 68253107AC | ESM, PRNDM (Base model) |
| 1 (AR) | 68286830AD | ESM, PRNDM (SRT model) |

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.

NOTE: After the wiTECH flash is complete, wait 2.5 minutes for shifter to upgrade PRNDM software. Shifter will not function and the PRNDM will not illuminate during this time.

1. Reprogram the ESM 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. After flash is complete wait 2.5 minutes.
3. Clear any DTCs that may have been set in other modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
4. **If the PRNDM is not illuminated after the flash, replace the PRNDM. Refer to the detailed service procedures available in DealerCONNECT>TechCONNECT Under: Service Info> 28 - DTC Based Diagnostics > Module, electronic shift (ESM) 8HP45/845RE > U114C-00.**
5. **If the shifter is still unresponsive. Normal diagnosis should be performed.**

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|---------------------|--|---------------------------------|----------|
| 18-19-15-95 | Module, Electronic Shift (ESM) - Reprogram (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs. |

NOTE: The expected completion time for the flash download portion of this procedure is approximately 2 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 |
|----|------------------|

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|---------------------|---|---------------------------------|----------|
| 08-19-77-94 | Module, Electronic Shift Upper PRNDM (ESM) - Replace (2 - Skilled) | 6 - Electrical and Body Systems | 0.3 Hrs. |

FAILURE CODE:

| | |
|----|----------------|
| ZZ | Service Action |
|----|----------------|