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GROUP: 18 - Vehicle Performance

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 18-038-17, DATED APRIL 12, 2017, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH ASTERISKS ADDING RAPID RESPONSE TRANSMITTAL (RRT) STATEMENT AND NEW FAILURE CODE STATEMENT.**

****THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-056. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.****

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: Powertrain Diagnostic and System Improvements

OVERVIEW:

This bulletin involves reprogramming the Powertrain Control Module (PCM) with the latest available software.

MODELS:

2017 (M1) Jeep Compass (Brazil)

NOTE: This bulletin applies to vehicles within the following markets/countries: LATAM.

NOTE: This bulletin applies to vehicles built on or before March 06, 2017 (MDH 0306XX) equipped with a 2.0L Dual VVT E100 Engine (Sales Code ECG) and a 6-Speed Aisin F21-250 GEN 3 Auto Trans (Sales Code DF7).

SYMPTOM/CONDITION:

A small number of customers may experience one or more of the following conditions:

- A hard or no start condition when using only E22 fuel. The new software has been updated to better address this condition.
- Oil change message was displayed at the wrong time (more enhancements have been made to better address this condition).
- When Adaptive Cruise Control (ACC) is tuned on, the normal cruise control active message is displayed (ACC sales code NHZ).

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 above 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 following diagnostic procedure below. For all other customers that describe 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 PCM 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.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-06-M2	Module, Powertrain Control (PCM) - Reprogram (0 - Introduction)	1- Engine Repair and Performance	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 4 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 if the dealer finds a software update 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. When utilizing this failure code, the 3C's must be supplied.
- The failure code "RF" (Required Flash) can no longer be used on Service Bulletin flashes. The "RF" failure code can only be used on RRT.
- 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**