



NUMBER: 21-009-17 REV. C

GROUP: 21 - Transmission and Transfer Case

DATE: July 7, 2017

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-009-17 REV. B, DATED MAY 17, 2017, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE UPDATED BUILD TO DATES FOR VEHICLES EQUIPPED WITH 5.7L ENGINES, AN ADDITIONAL SYMPTOM/CONDITION, ADDITIONAL STEPS IN THE REPAIR PROCEDURE AND LOP.**

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	(WD)	Dodge Durango
2017	(WK)	Jeep Grand Cherokee

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

NOTE: ****This bulletin applies to WK vehicles built on or after May 02, 2016 (MDH 0502XX) and on or before June 06, 2017 (MDH 0606XX) equipped with a 5.7L Engine (Sales Code EZH) and an 8-SPD Auto 8HP70 Trans (Sales Code DFK).**

NOTE: This bulletin applies to WD vehicles built on or after May 02, 2016 (MDH 0502XX) and on or before June 06, 2017 (MDH 0606XX) equipped with a 5.7L Engine (Sales Code EZH) and an 8-SPD Auto 8HP70 Trans (Sales Code DFK).******

NOTE: This bulletin applies to WK vehicles built on or after May 12, 2016 (MDH 0512XX) and on or before January 25, 2017 (MDH 0125XX) equipped with a 3.0L Gasoline Engine (Sales Code EHW) with an 845RE 8 Speed Automatic Transmission (Sales Code DFL).

NOTE: This bulletin applies to WK vehicles built on or after May 12, 2016 (MDH 0512XX) and on or before January 25, 2017 (MDH 0125XX) equipped with a 3.6L Engine (Sales Code ERC) and an 845RE 8 Speed Automatic Transmission (Sales Code DFL) or an 8-SPD AUTO 850RE (Sales Code DFT).

NOTE: This bulletin applies to WD vehicles built on or after May 12, 2016 (MDH 0512XX) and on or before January 25, 2017 (MDH 0125XX) equipped with a 3.6L Engine (Sales Code ERC) and an 845RE 8 Speed Automatic Transmission (Sales Code DFL).

SYMPTOM/CONDITION:

Some customers may experience one or more of the following condition:

- ****Customer complains of shift quality bumps (Sales Code EZH only).****
- During an engine limp mode condition, the transmission remains in a fixed gear.

The following software enhancement is also available:

- Transmission shift quality enhancement.

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 the customer describes the symptom/condition listed above, perform the Repair Procedure.

REPAIR PROCEDURE:

NOTE: The Powertrain Control Module (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: 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 software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. Clear the shift adaptives in the TCM's memory.
3. Clear all 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.
4. ****Perform quick learn procedure. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 28 - DTC-Based Diagnostics/MODULE, Transmission Control (TCM), 8HP70/Standard Procedure****
5. Verify the Powertrain Control Module (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-FS	Module, Transmission Control (TCM) - Reprogram (0 - Introduction)	2 - Automatic Transmission	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 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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