



**NUMBER:** 21-039-17

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

**DATE:** August 23, 2017

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-028-16, DATED AUGUST 20, 2016, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDE A SOFTWARE ENHANCEMENT FOR 6.4L, REPAIR PROCEDURE NOTE AND STEP, UPDATED FAILURE CODE STATEMENT 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:**

2016	(LA)	Dodge Challenger
2016	(LD)	Dodge Charger
2016	(LX)	Chrysler 300

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

**NOTE: This bulletin applies to the following vehicles equipped with a 6.4L V8 SRT Hemi MDS Engine (Sales Code ESG) and equipped with an 8HP70 Automatic Transmission (Sales Code DFK) or equipped with a 6.2L Supercharged Hemi V8 SRT Engine (Sales Code ESD) and equipped with an 8HP90 Automatic Transmission (Sales Code DFE).**

**SYMPTOM/CONDITION:**

Customers may experience a less than desirable down shift during one or more of the following:

- 3-2 coast-down shift.
- 2-1 coast-down shift.
- 6-5 coast-down shift.

**\*\*The following software enhancement is available for (6.4L Only):**

- Reduce bumps felt on light to medium decel braking while coming to a stop. Bump could be described as a push, driveline clunk, or engine flare noise right after the 5-4 downshift. The vehicle speed may vary based on the rate of deceleration.\*\*

**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, perform the Repair Procedure.

**REPAIR PROCEDURE:**

**NOTE: \*\*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 software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. 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.

**NOTE: Do not clear the adaptation memory cells in the TCM's memory. Clearing the memory cells may cause the transmission to not shift smoothly until they can be fully relearned.**

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:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
**18-19-05-GH	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 3 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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