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This bulletin supersedes Service Bulletin 21-045-17, dated October 12 2017, which should be removed from your files. All revisions are highlighted with **asterisks** and includes removal of build dates, additional symptom/condition and LOP.

SUBJECT:
Flash: Transmission Control Module (TCM) Update

OVERVIEW:
This bulletin involves reprogramming the TCM with the latest available software.

MODELS:

2017	(MP)	Jeep Compass

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

NOTE: This bulletin applies to vehicles equipped with a 2.4L I4 Multiair Engine (Sales Codes EDD or ED6) and a 9 Spd 9HP48 Auto Transmission (Sales Code DF5).

SYMPTOM/CONDITION:
Customers may experience the following:

- ** Malfunction Indicator Lamp (MIL) illumination, Electronic Vehicle Information Center (EVIC) message states "Service Transmission" and transmission intermittently goes into neutral with PRNDL flashing when vehicle is stopped. The vehicle may or may not resume normal transmission operation after cycling the shifter or ignition.**
- Immediate Autostart after Autostop (without releasing the brake pedal).

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, 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 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 applications HELP tab.

2. 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.

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-LU	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 12 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