SERVICE BULLETIN

NUMBER: 21-028-20

GROUP: 21 - Transmission and Transfer Case

DATE: April 3, 2020

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This bulletin supersedes Service Bulletin 21-056-18, dated December 21, 2018, which should be removed from your files. All revisions are highlighted with **asterisks and include converting the bulletin to an RRT.**

This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 20-022, dated April 03, 2020. All applicable Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

SUBJECT:
Flash: Transmission Control Module (TCM) Updates

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

MODELS:

2019	(WD)	Dodge Durango
2019	(WK)	Jeep Grand Cherokee

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

NOTE: This bulletin applies to vehicles built on or after June 18, 2018 (MDH 0618XX) and built on or before November 27, 2018 (MDH 1127XX), equipped with a 3.6L V6 24V VVT Engine UPG I W/ESS (Sales Code ERC) and a 8-SPD Automatic 850RE Transmission (Sales Code DFT).

SYMPTOM/CONDITION:
Customers may experience the following:

- The vehicle does not move when shifted from “Park” to “Drive”, even when the accelerator pedal is pressed. This issue will only occur shortly after the vehicle is started.

NOTE: There are no Diagnostic Trouble Codes (DTCs), Malfunction Indicator Light (MIL) set, or message displayed on the Instrument Panel Cluster (IPC) and the shifter will display “Drive” (D).

DIAGNOSIS:
Using a Scan Tool (wiTECH 2) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, 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 a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, 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. Does the TCM control module have the latest software already installed?
   - YES>>> This bulletin has been completed, use inspect LOP (18-19-05-ZH) to close the active RRT.
   - NO>>> Proceed to Step 2.
2. Reprogram the TCM with the latest software. Detailed instructions for flashing control modules using the wiTECH 2 Diagnostic Application are available by selecting the application's "HELP" tab.
3. Clear any DTCs that may have been set in any module due to reprogramming. The wiTECH 2 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
**18-19-05-ZH	Module, Transmission Control (TCM) - Inspect (0 - Introduction)	2 - Automatic Transmission	0.2 Hrs.**
18-19-05-KV	Module, Transmission Control (TCM) - Inspect and Reprogram (0 - Introduction)	2 - Automatic Transmission	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 5 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 depending on if this is a Rapid Response Transmittal (RRT) or Service Bulletin.**

- 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.
- The failure code “RF” (Required Flash) can no longer be used on Service Bulletin flashes. **The “RF” failure code must be used on an RRT.**
- 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.

RF	Required Flash - RRT
CC	Customer Concern**