



NUMBER: 18-044-20

GROUP: 18 - Vehicle Performance

DATE: May 16, 2020

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This bulletin supersedes Service Bulletin 18-063-18, dated September 6, 2018, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include additional symptom/conditions and LOP.

This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 18-089, dated September 6, 2018. All applicable Sold and 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: Powertrain Control Module (PCM) Updates

OVERVIEW:

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

MODELS:

2017 - 2018 (M1) Jeep Compass (Brazil)

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

NOTE: This bulletin applies to vehicles equipped with a 2.0L Dual VVT E100 Engine (Sales Codes ECG or ECL).

SYMPTOM/CONDITION:

Customers may experience one or more of the following conditions:

- ****Intermittent Engine Stop/Start (ESS) operation (Sales Code ECL only).**
- Reduced battery life **(Sales Code ECL only).****
- Hard or no start condition (under certain conditions after the fuel tank has been filled with a different fuel type).
- False low oil pressure lamp illuminated in the cluster.
- A hard or no start condition when using only E22 fuel.
- Oil change message was displayed at the wrong time.
- When Adaptive Cruise Control (ACC) is illuminated, the normal cruise control active message is displayed (Sales Code NHZ).

Additional enhancement included in this software:

- Alternator Smart Charging calibration improvements.

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: 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-FW	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 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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