



NUMBER: 21-045-20

GROUP: 21 - Transmission and Transfer Case

DATE: September 11, 2020

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This bulletin supersedes Technical Service Bulletin 21-055-18, date of issue December 21, 2018, which should be removed from your files. All revisions are highlighted with **asterisks**** and include additional symptom/condition and LOP.**

SUBJECT:

Flash: Transmission Control Module (TCM) Updates

OVERVIEW:

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

MODELS:

2019 (KL) Jeep Cherokee

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

NOTE: This bulletin applies to vehicles equipped with a 3.2L V6 24V VVT Engine W/ESS (Sales Code EHK) and 9-SPD 948TE FWD/AWD Automatic Transmission (Sales Code DFH) or 9-SPD 948TE 4WD Automatic Transmission (Sales Code DFJ) with Locker Rear Axle (Sales Code DSH).

SYMPTOM/CONDITION:

Customers may experience any one of the following:

- ****** An audible clunk after applying throttle from a coasting condition, predominantly in fifth and sixth gear while driving 48-72 kph (30-45 mph).******
- Poor shift quality or 'bump' experienced during 2-1 coast downs with light brake or no brake applied.
- Vehicle does not default to automatic drive.
- Paddle shifters are disabled.
- "Shift not allowed" displayed in cluster when attempting to upshift while already in 9th gear.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in Service Library/TechCONNECT, 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 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 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.
3. 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-NZ	Module, Transmission Control (TCM) - Reprogram (0 - Introduction)	2 - Automatic Transmission	0.3 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 6 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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