



NUMBER: 18-101-20 REV. A

GROUP: 18 - Vehicle Performance

DATE: December 11, 2020

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This bulletin supersedes Technical Service Bulletin (TSB) 18-101-20, date of issue October 16, 2020, which should be removed from your files. All revisions are highlighted with **asterisks**** and include updated clean date and LOP.**

SUBJECT:

Flash: Powertrain Control Module (PCM) Updates

OVERVIEW:

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

MODELS:

2021 (KL) Jeep Cherokee

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

NOTE: This bulletin applies to vehicles built on or before **November 20, 2020 (MDH 1120XX)**** equipped with a 3.2L V6 24V VVT Engine W/ESS (Sales Code EHK).**

SYMPTOM/CONDITION:

Customers may experience 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).

DIAGNOSIS:

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.

NOTE: The Transmission Control Module (TCM) 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 TCM software.

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 allow them to be cleared.
3. Perform a hard reset on the PCM using wiTECH.
4. Place the ignition in the off position for a minimum of 30 seconds to complete the flash.

5. Verify the TCM is programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the TCM software.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-06-DM	Module, Powertrain Control (PCM) - Reprogram (0 - Introduction)	1 - Engine Repair and Performance	0.3 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 7 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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