



NUMBER: 21-050-20

GROUP: 21 - Transmission and Transfer Case

DATE: October 16, 2020

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.

SUBJECT:

Flash: Transmission Control Module (TCM) Updates

OVERVIEW:

This bulletin involves reprogramming the TCM 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 September 18, 2020 (MDH 0918XX) equipped with a 3.2L V6 24V VVT Engine W/ESS (Sales Code EHK) and 9-SPD 948TE FWD/AWD Auto Trans (Sales Code DFH) or 9-SPD 948TE 4WD Auto Trans (Sales Code DFJ).

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 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.

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 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-PC	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
----	------------------