



NUMBER: 08-099-20

GROUP: 08 - Electrical

DATE: October 16, 2020

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This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 20-075, date of issue October 16, 2020. All applicable UnSold 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. This RRT will expire 18 months after the date of issue.

SUBJECT:

Body Control Module (BCM) Reconfigure for Enabling the Gridlines in the Rear View Camera

OVERVIEW:

This bulletin involves reconfiguring the BCM and possibly a radio reset, to change the default of the rear view camera gridlines to "ON".

MODELS:

2021 (WK) Jeep Grand Cherokee

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

NOTE: This bulletin applies to vehicles built on or before September 18, 2020 (MDH 0918XX) equipped with Parkview Rear Back-Up Camera (Sales Code XAC).

SYMPTOM/CONDITION:

Customers may comment on one or more of the following:

- Rear view camera (Park Assist) gridlines are defaulted to "OFF", but the default should be "ON". Customer is still able to turn the gridlines "ON" from the personalization selection in the radio menu

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 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.

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 process.

1. Place the ignition in the run position.
2. Using wiTECH, perform a restore vehicle configuration, under “Activities” menu and “Guided Diagnostic” tab.
3. Place the ignition in the off position, disconnect the wiTECH MicroPod and open and close the driver door. This will allow all modules to go to sleep and should take about one minute.
4. Clear all DTCs that may have been set in any module due to reprogramming.
5. Verify the “Rear View Camera Gridlines” feature is enabled when the vehicle is put in reverse.
6. Are the gridlines on the radio display when the vehicle is put in reverse?
 - YES>>> This bulletin has been completed. Use LOP (18-19-02-FR) to close this active RRT.
 - NO>>> Proceed to [Step 7](#).
7. Perform a **radio reset** using wiTECH “Guided Diagnostics/Reset ECU”.
8. Place the ignition in the off position, disconnect the wiTECH MicroPod and open and close the driver door. This will allow all modules to go to sleep and should take about one minute.
9. Verify the “Rear View Camera Gridlines” feature is enabled when the vehicle is put in reverse.
10. Are the gridlines on the radio display when the vehicle is put in reverse?
 - YES>>> This bulletin has been completed. Use LOP (18-19-02-FS) to close this active RRT.
 - NO>>> Further diagnosis should be performed.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-02-FR	Module, Body Control (BCM) - Restore Vehicle Configuration (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-02-FS	Module, Body Control (BCM) - Restore Vehicle Configuration, Includes ECU Hard Reset (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.

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