



NUMBER: 18-105-20

GROUP: 18 - Vehicle Performance

DATE: November 20, 2020

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SUBJECT:

Flash: Powertrain Control Module (PCM) Updates

OVERVIEW:

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

MODELS:

2020 (KL) Jeep Cherokee

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

NOTE: This bulletin applies to vehicles equipped with a 2.2L I4 Turbo Diesel Engine W/ ESS (Sales Code EBV).

SYMPTOM/CONDITION:

The customer may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find one or more of the following Diagnostic Trouble Codes (DTCs):

- P20EE-00 - SCR NOx Catalyst Efficiency Below Threshold Bank 1 Catalyst 1.
- P24B2-00 - Particulate Matter Sensor Circuit Intermittent.

Customers may also describe the following condition:

- Engine Start/Stop inoperative after previous software update.
- Remote start inoperative (**South Korea vehicles only**).
- Incorrect vehicle speed reported by the cluster when the driver changes the speed units.
- Undesirable pedal response in 4-LO mode.
- Selective Catalytic Reduction (SCR) system fault codes logged at higher vehicle speeds.
- Alternator load protection at idle. Check Engine Lamp or low battery indicator

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 DTCs or symptom conditions, other than the ones listed 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 or if the technician finds the DTC, 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 available software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application’s “HELP” tab.
2. Cycle ignition off for 3 minutes to properly complete the PCM update.
3. Clear any DTCs that may have been set in any modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-04-LZ	Module, Powertrain Control (PCM) - Reprogram (0 - Introduction)	1 - Engine Repair and Performance	0.4 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 9 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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