



**NUMBER:** 08-036-21

**GROUP:** 08 - Electrical

**DATE:** March 16, 2021

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**This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-032, date of issue March 16, 2021. All applicable Sold and 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 Update

**OVERVIEW:**

This bulletin involves reconfiguring the BCM and if needed a radio reset, to remove the "Auto Dim High Beams" from the setting page of the radio.

**MODELS:**

2021 (WK) Jeep Grand Cherokee

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

**NOTE: This bulletin applies to vehicles built on or before January 13, 2021 (MDH 0113XX).**

**SYMPTOM/CONDITION:**

Customers may comment on the following:

- Headlamp auto dim feature does not work, even after turning on this feature in the radio settings.

**NOTE: Vehicles on the RRT VIN list are not equipped with the auto dim feature. In the radio settings, Auto Dim High Beams is a selectable setting and will make it seem like the vehicle is equipped with this feature. After the vehicle has been reconfigured this selectable setting will be remove from the list.**

**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 “Auto Dim High Beams” feature has been removed from the settings list. On the display screen select APP > Settings > Lights and look for “Auto Dim High Beams”.
6. Is “Auto Dim High Beams” still on the setting list?
  - YES>>> Proceed to [Step 7](#)
  - NO>>> This bulletin has been completed. Use LOP (18-19-02-FY) to close this active RRT.
7. Perform a **radio reset** using wiTECH “Guided Diagnostics/Reset ECU”. **This routine must be performed two times.**
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 “Auto Dim High Beams” has been removed from the setting list.
10. Is “Auto Dim High Beams” on the setting list?
  - YES>>> Further diagnosis should be performed.
  - NO>>> This bulletin has been completed. Use LOP (18-19-02-FZ) to close this active RRT.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-19-02-FY	Module, Body Control (BCM) - Restore Vehicle Configuration (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-02-FZ	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