



NUMBER: 08-120-21 REV. A

GROUP: 08 - Electrical

DATE: August 25, 2021

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This bulletin supersedes Technical Service Bulletin (TSB) 08-120-21, date of issue July 24, 2021, which should be removed from your files. All revisions are highlighted with **asterisks**** and include additional note and step.**

This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-099, date of issue July 24, 2021. All applicable Sold and Un-Sold 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:

Flash: Drivetrain Control Module (DTCM) Updates

OVERVIEW:

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

MODELS:

2021 (WL) Jeep Grand Cherokee

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

NOTE: This bulletin applies to vehicles built on or before July 15, 2021 (MDH 0715XX) equipped with Quadra-Trac I (R) 4wd System (Sales Code DHY) or Quadra-Trac II (R) 4wd System (Sales Code DKA).

SYMPTOM/CONDITION:

Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find the following Diagnostic Trouble Code (DTC) has been set:

- C1463-94 - Front Axle Disconnect Control-Unexpected Operation.

The customer may also experience the following:

- Service 4WD light illuminated.
- Front axle does not engage when selected.

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 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 or DTC, 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 flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Is the vehicle on the RRT VIN list?
 - YES>>> Proceed to [Step 2](#).
 - NO>>> Proceed to [Step 3](#).
2. Does the DTCM have the latest software already installed?
 - YES>>> This bulletin has been completed, use inspect LOP (18-19-07-90) to close the active RRT.
 - NO>>> Proceed to [Step 3](#).
3. Reprogram the DTCM 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.

NOTE: ****After the module flash, the module must be allowed to go into a sleep cycle to allow proper module update.****

4. Clear all 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.
5. **** Perform a sleep cycle to ensure the module is updated correctly. Make sure all accessories are off, turn the ignition off and close all doors. The key fob must be at least 20 feet from the vehicle, while monitoring the PRNDL lights to ensure they have turned off, this will indicate that the bus is in a sleep cycle.****

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|---------------------|---|----------------|----------|
| 18-19-07-90 | Module, Drive Train Control (DTCM) - Inspect (0 - Introduction) | 3 - Driveline | 0.2 Hrs. |
| 18-19-07-91 | Module, Drive Train Control (DTCM) - Inspect and Reprogram (0 - Introduction) | 3 - Driveline | 0.2 Hrs. |

NOTE: The expected completion time for the flash download portion of this procedure is approximately 2 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

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 |