



NUMBER: 18-025-21 REV. A

GROUP: 18 - Vehicle Performance

DATE: March 6, 2021

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This bulletin supersedes Technical Service Bulletin (TSB) 18-025-21, date of issue March 05, 2021, which should be removed from your files. All revisions are highlighted with **asterisks**** and include an additional sales code and updated RRT statement.**

This Technical Service Bulletin has also been released as a Rapid Response Transmittal (RRT) 21-026, date of issue March 05, 2021. All applicable 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: Powertrain Control Module (PCM) Updates

OVERVIEW:

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

MODELS:

2019 (WK) Jeep Grand Cherokee

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

NOTE: This bulletin applies to vehicles equipped with a 3.0L V6 Turbo Diesel Engine (Sales Code EXF), an 8-SPD Auto 8HP75 Trans (Sales Code DFV) and **Euro Stage 5 Emissions W/EOBD 5 (Sales Code NBC)****.**

SYMPTOM/CONDITION:

The customer may notice the following condition:

- The oil change interval is too short.

NOTE: The oil change message shows up at around 12,000 km / 7,456 mi or earlier and the normal oil change interval is 12 months or 20,000 km / 12,427 mi.

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 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 PCM have the latest software already installed?
 - YES>>> This bulletin has been completed, use inspect LOP (18-19-04-AB) to close the active RRT.
 - NO>>> Proceed to [Step 3](#).
3. Reprogram the PCM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
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.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-04-AB	Module, Powertrain Control (PCM) - Inspect Only (1 - Semi-Skilled)	10 - Diesel	0.2 Hrs.
18-19-04-AC	Module, Powertrain Control (PCM) - Inspect and Reprogram (1 - Semi-Skilled)	10 - Diesel	0.3 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 7 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