



NUMBER: 08-050-22

GROUP: 08 - Electrical

DATE: March 9, 2022

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.

SUBJECT:

Flash: Body Control Module (BCM) Updates

OVERVIEW:

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

MODELS:

2021 (WL) Jeep Grand Cherokee

NOTE: This bulletin applies to vehicles built on or before September 27, 2021 (MDH 0927XX).

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

SYMPTOM/CONDITION:

The customer may experience one or more of the following:

- Fuel Level and Range (distance to empty) (DTE) will both increase after sleep cycle.
- Fuel Level % would increase when parked on a slope.
- Fuel gauge remains at full for 107 km (67 miles) vs. 73 km (45 miles).
- After fueling up with 68 liters (18.1 gallons) of fuel, the fuel gauge only will read around 1/4 tank and the low fuel lamp is still illuminated. After 10 minutes of driving, the gauge only read around 3/4 tank and the fuel lamp is still on.
- Refuel button is pressed for a short duration of 500ms or less at key off, then the fuel door is not opened.
- When the phone is charging on the Wireless Charging Pad Module (WCPM) and the fob is near, the customer opens then closes the liftgate, the IPC will pop up "key fob has left the vehicle" message.
- On vehicles equipped with Electronic Steering Lock (ESL), it requires 3 Start/Stop button presses to transition from key off to key run when the vehicle was in deep sleep.

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 the customer describes the symptom/condition listed above, 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 repair procedure.

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

NOTE: Advise the customer that any paired devices may need to be re-paired after this update.

1. Reprogram the BCM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. Clear any 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.
3. Using wiTECH, restore vehicle configuration. This routine is available under the 'Guided Diagnostics' tab found on the home, 'Vehicle View' page of wiTECH.
4. Turn off the vehicle, unplug the wiTECH and open and close the driver door. Let all modules go to sleep (this should take approximately one minute).
5. Reconnect wiTECH and clear any DTCs which may have been set during the reconfiguration procedure.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-02-GP	Module, Body Control (BCM) - Reprogram and Restore Vehicle Configuration (0 - Introduction)	6 - Electrical and Body Systems	0.3 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 use failure code CC with this Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Technical 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 Technical Service Bulletin flash/reprogramming conditions.

CC	Customer Concern
----	------------------