



NUMBER: 18-052-22

GROUP: 18 - Vehicle Performance

DATE: March 16, 2022

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SUBJECT:

Flash: Powertrain Control Module (PCM) Updates

OVERVIEW:

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

MODELS:

2021 (WK) Jeep Grand Cherokee

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

NOTE: This bulletin applies to vehicles equipped with 6.2L Supercharged Hemi V8 SRT Engine W/ESS (Sales Code ESD).

SYMPTOM/CONDITION:

Customer may experience one or more of the following:

- Rough running idle after engine start and hesitation, or stumble feel during a cold engine drive away.
- Shift quality related to AC clutch cycling - bump felt during transmission shift if the AC turns on, or off, at the exact same time a shift happens.

Customer or technician may also experience the following:

- Generic Scan Tool connection reports Emissions as OBDII, should be reporting as Emissions as OBDI for Export (**APAC, EMEA and LATAM only**).

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 the flash process.

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

1. 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.
2. 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
18-19-06-9M	Module, Powertrain Control (PCM) - Reprogram (0 - Introduction)	1 - Engine Repair and Performance	0.3 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 5 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
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