



NUMBER: 21-004-22

GROUP: 21 - Transmission and Transfer Case

DATE: March 10, 2022

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This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-048, date of issue March 10, 2022. All applicable Un-Sold RSU VINs have been loaded. To verify this RSU 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 RSU will expire 18 months after the date of issue.

SUBJECT:

Transmission Shifts Rough

OVERVIEW:

This bulletin involves performing a transmission quick learn.

MODELS:

2022 (WS) Grand Wagoneer/Wagoneer

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

NOTE: This bulletin applies to vehicles built on or before February 07, 2022 (MDH 0207XX) equipped with a 6.4L V8 Engine (Sales Code ESG) and an 8-SPD Auto 8HP75 Trans (Sales Code DFR).

SYMPTOM/CONDITION:

Technicians may experience one or more of the following:

- The vehicle shifts poorly.
- Harsh shift during acceleration.
- Bucks when going into gear.

NOTE: There will not be a Malfunction Indicator Lamp (MIL) and no Diagnostic Trouble Codes (DTCs) will be set for this symptom/condition.

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 RSU VIN list, perform the repair. **This RSU only applies to vehicles on the RSU VIN list.**

REPAIR PROCEDURE:

1. Using wiTECH, perform a transmission “Quick Learn” and follow screen prompts.
2. Cycle the ignition “Off” then “On”.
3. Clear any DTCs that may have been set.
4. Perform a test drive after quick learn to ensure vehicle shifts properly.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-05-QR	Perform 8SPD Auto 8HP75 Transmission Quick Learn Procedure (1 - Semi-Skilled)	2 - Automatic Transmission	0.5 Hrs.

FAILURE CODE:

The dealer must choose which failure code to use depending on if this is a Rapid Service Update (RSU) or Technical 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 RSU.
- The failure code “RF” (Required Flash) can no longer be used on Technical Service Bulletin flashes. **The “RF” failure code must be used on an RSU.**
- 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 must be supplied.

RF	Required Flash - RSU
CC	Customer Concern