

REFERENCE:	TSB: 21-035-22 GROUP 21 - Transmission and Transfer Case	Date:	December 15, 2022	REVISION:	21-021-20
VEHICLES AFFECTED:	2020 (WD) Dodge Durango This bulletin applies to vehicles equipped with a 3.6L V6 24V VVT Engine UPG I W/ESS (Sales Code ERC) and a 8SPD Automatic 850RE Transmission (Sales Code DFT).	MARKET APPLICABILITY:			
		<input checked="" type="checkbox"/> NA		<input checked="" type="checkbox"/> MEA	
		<input checked="" type="checkbox"/> SA		<input checked="" type="checkbox"/> IAP	
		<input checked="" type="checkbox"/> EE		<input type="checkbox"/> CH	
CUSTOMER SYMPTOM:	<p>The customer may describe one or more of the following:</p> <ul style="list-style-type: none"> • **A clunk or loud popping noise from the transmission (underneath) when the vehicle is started/remote start.** • A loud whistle noise upon engine start up. • Rough and/or erratic shifting between gears during normal drive cycles. 				
CAUSE:	TCM Software				

This bulletin supersedes Technical Service Bulletin (TSB) 21-021-20, date of issue March 20, 2020, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include an additional symptom/condition and LOP.

REPAIR SUMMARY:

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

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-05-RU	Module, Transmission Control (TCM) - Reprogram	2 - Automatic Transmission	0.3 Hrs.
Failure code	CC	Customer Concern	

The dealer must use failure code CC with this Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM 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.

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 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 TCM 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 allows them to be cleared.
3. Verify the PCM is programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the PCM software.

POLICY:

Reimbursable within the provisions of the warranty.

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