



NUMBER: 00-001-22

GROUP: 00 - Vehicle Data

DATE: November 19, 2022

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SUBJECT:

Updated Technical Service Bulletin (TSB) Format

OVERVIEW:

This bulletin is to inform the Technician that in the next coming weeks a new formatted Rapid Service Update (RSU) / Technical Service Bulletin (TSB) look will be introduced to the field.


NOTE: This bulletin applies to all vehicles within the following markets/countries: North America, Enlarged Europe, China, India/Asia Pacific, Middle East/Africa and South America.

DISCUSSION:

A new look to the RSU/TSBs will be implemented, Below are highlights of some of the changes you will notice:

- Organized at the beginning of the document is a table that consolidates all necessary information to quickly identify the TSB/RSU applicability.
- Field Action Title
- TSB/RSU number
- Repair Group
- Date released
- Revision (if applicable)
- Vehicle and Market applicability
- Customer symptoms
- Repair Summary that will help the technician prepare for the upcoming repair.
- Claims Data (Labor Operation codes/Failure Code) and Parts Data is located together to help the warranty administrator and Parts Manager to quickly locate their needed information to support the technician.
- The service repair procedure remains at the end of the document.
- All topic titles are highlighted in blue font for the technician to quickly identified needed sections within a TSB/RSU.

The current RSU/TSB format will be phased out when a new, revised or superseded bulletin is released with the new format. Below is an example of some of the changes. (Fig. 1) & (Fig. 2) .

		Technical Service Bulletin (TSB) Flash: Transmission Control Module (TCM) Updates			
REFERENCE:	TSB: C21-FSAR-TSB-2025 Test Template GROUP 21 - Transmission and Transfer Case	Date:	Approval Pending	REVISION:	21-019-20
VEHICLES AFFECTED:	2020 (WK) Jeep Grand Cherokee Equipped with a 3.6L V6 24V VVT Engine UPG I W/ESS (Sales Code ERC) and a 8-SPD Automatic 850RE Transmission (Sales Code DFT)	MARKET APPLICABILITY:		<input checked="" type="checkbox"/> EE	<input checked="" type="checkbox"/> CH
				<input checked="" type="checkbox"/> NA	<input checked="" type="checkbox"/> IAP
				<input checked="" type="checkbox"/> SA	<input checked="" type="checkbox"/> MEA
CUSTOMER SYMPTOM:	The customer may notice one or more of the following symptoms: <ul style="list-style-type: none"> • **A clunk noise when using remote start. • A loud popping noise from underneath the vehicle near the transmission at engine start up.** • A loud whistle noise upon engine start up. • Rough and/or erratic transmission shifting between gears during normal drive cycles. 				
CAUSE:	TCM software				

This bulletin supersedes Technical Service Bulletin (TSB) 21-019-20, dated March 12, 2020, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include an additional symptoms 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
18-19-06-XX	Module, Transmission Control (TCM) - Reprogram (0 - Introduction)	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.

Fig. 1
New RSU/TSB Format

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 symptoms, 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 listed above, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	-	-

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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Fig. 2
Continued

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