

REFERENCE:	TSB: 08-115-23 GROUP 08 - Electrical	Date:	May 4, 2023	REVISION:	-
VEHICLES AFFECTED:	2023 (WL) Jeep Grand Cherokee This bulletin applies to vehicles built on or before March 28, 2023 (MDH 0328XX) equipped with Quadra-Trac I (R) 4WD System (Sales Code DHY).	MARKET APPLICABILITY:		<input checked="" type="checkbox"/> NA	<input checked="" type="checkbox"/> IAP
				<input checked="" type="checkbox"/> EE	<input checked="" type="checkbox"/> MEA
				<input checked="" type="checkbox"/> SA	<input type="checkbox"/> CH
CUSTOMER SYMPTOM:	A moaning, grinding, or groaning type noise while driving between 80 - 112 kph (50 - 70 mph). Noise is not heard when the front axle disconnect is disengaged. (The noise can happen more as the ambient temperatures become colder.)				
CAUSE:	DTCM software.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-124, date of issue May 04, 2023. All applicable 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.

REPAIR SUMMARY:

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

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-07-AJ	Module, Drivetrain Control (DTCM) - Inspect s/w Level (Sales Code DHY Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-07-AH	Module, Drivetrain Control (DTCM) - Inspect and Reprogram (Sales Code DHY Only) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-19-07-AK	Module, Drivetrain Control (DTCM) - Inspect, Reprogram and Test Drive (Sales Code DHY Only) (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
Failure Code	RF	Required Flash	
	CC	Customer Concern	

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.

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 a customer’s VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, 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, check DTCM part number. If the flash part number can be read, the flash should be restarted.

CAUTION! The supplier of this DTCM ECU has determined this DTCM may not be abort recoverable if the flash process is interrupted or aborted during the flash reprogramming process. This is an DTCM ECU issue and should not be mistaken for a wiTECH tool issue.

1. Is the vehicle on the RSU VIN list?
 - YES >>> Proceed to [Step 2](#).
 - NO >>> Proceed to [Step 3](#).
2. Does the DTCM have the latest software already installed?
 - YES >>> This bulletin has been completed. Use inspect LOP (18-19-07-AJ) to close the active RSU.
 - NO >>> Proceed to [Step 3](#).
3. With the engine running, run the DTCM routine “DTCM Replacement with Value Transfer” using the option “Save values from the Original DTCM”. Choose the “1 - Speed Transfer Case”.

NOTE: It is not required to run the DTCM routine “DTCM Replacement with Value Transfer using the option “Write values to the New DTCM” after reprogramming.

4. Reprogram the DTCM with the latest available software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application’s “HELP” tab.

NOTE: The wiTECH tool must be removed from the OBD port.

5. Perform a sleep cycle to ensure the module is updated correctly. **Make sure all accessories are off, place the ignition in the off position and close all doors. The key fob must be at least 6.0 m (20 ft.) from the vehicle, while monitoring the PRNDL lights to ensure they have turned off, this will indicate that the bus is in a sleep cycle.**

6. 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.
7. Was the vehicle being reprogrammed under the RSU?
 - YES>>> This bulletin has been completed. Use LOP (18-19-07-AH) to close the active RSU.
 - NO>>> Proceed to [Step 8](#).
8. Road test the vehicle to verify the noise has been mitigated.

POLICY:

Reimbursable within the provisions of the warranty.

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