

<b>REFERENCE:</b>	<b>TSB:</b> 18-013-23 REV. C <b>GROUP:</b> 18 - Vehicle Performance	<b>Date:</b>	November 1, 2023	<b>REVISION:</b>	18-013-23 REV. B
<b>VEHICLES AFFECTED:</b>	<b>2022 (WL) Jeep Grand Cherokee</b> This bulletin applies to vehicles equipped with a 2.0L I4 DOHC DI Turbo PHEV Engine (Sales Code ECX).			<b>MARKET APPLICABILITY:</b> <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 checked="" type="checkbox"/> CH	
<b>CUSTOMER SYMPTOM:</b>	<b>Customers or technician may experience one or more of the following:</b> <ul style="list-style-type: none"> <li>• <b>**The engine oil life displayed on Instrument Panel Cluster (IPC) drops down too fast when the engine oil dilution reaches high level without the ability to recover.</b></li> <li>• <b>Incorrect reporting of fuel tank high pressure sensor value on wiTECH and Freeze Frame.</b></li> <li>• <b>The fuel door will get locked in the event of a leak failure.**</b></li> <li>• <b>Engine must be started twice to achieve drive ready (at low temperatures around -30°C, -22°F) when the vehicle was entered and started quickly.</b></li> <li>• <b>"Performance Limited, Service Fuel System" message displayed while driving.</b></li> <li>• <b>Unable to enter electric mode driving while Fuel Oil Refresh Mode (FORM) is active.</b></li> </ul>				
<b>CAUSE:</b>	<b>PCM Software</b>				

This bulletin supersedes Technical Service Bulletin (TSB) 18-013-23 REV. B, date of issue August 29, 2023, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include additional symptoms and LOP.

**REPAIR SUMMARY:**

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

**NOTE: Additional module flashes are required for this update to be effective, the following modules are all to be updated along with this HCP and AHCP update:**

- **Transmission Control Module (TCM).**
- **Hybrid Control Processor (HCP) and Auxiliary Hybrid Control Processor (AHCP) also known as Power Inverter Module (PIM) module.**

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
**18-19-06-HP	Module, Powertrain Control (PCM) - Reprogram (0 - Introduction)	1 - Engine Repair and Performance	0.3 Hrs.**
Failure code	CC	Customer Concern	

**RELATED TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-19-87-51	5 Minute Power down After Disabling HV Battery Contactors (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

**NOTE: The related LOP for high voltage power contactors disable and enable can only be claimed one time when updating these additional modules at the same dealership visit:**

- **Hybrid Control Processor (HCP), Auxiliary Hybrid Control Processor (AHCP) also known as the Power Inverter Module (PIM).**
- **Transmission Control Module (TCM).**
- **Powertrain Control Module (PCM).**
- **Integrated Dual Charging Module (IDCM).**
- **Battery Pack Control Module (BPCM).**

**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 a symptom/condition listed above, perform the repair procedure.

**SPECIAL TOOLS/EQUIPMENT:**

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

## REPAIR PROCEDURE:

**NOTE:** The HCP, AHCP and TCM must be updated to the latest available software at the conclusion of this repair procedure. Refer to all applicable published technical service bulletins for detailed repair procedures and labor times regarding updating the HCP, AHCP and TCM software.

**CAUTION!** Failure to update HCP, AHCP and TCM modules following an PCM software update may result in vehicle malfunctions.

**NOTE:** Install a battery charger to maintain a 12 volt system voltage.

## WARNING!

- Before performing the software reprogramming, it is necessary to make the vehicle safe.
- When performing repairs that directly involve or imply possible contact with live high voltage components/systems, the technician must ensure that the power supply of the high-voltage system is disconnected throughout the operation.
- Only specifically trained technicians qualified to perform repairs on vehicles with high voltage systems under current national laws/regulations are authorized to work on the vehicle.
- Before performing any diagnostic repair work on the vehicle, carefully read and comply with the general instructions for working safely on hybrid/electric vehicles and use suitable general equipment and Personal Protective Equipment (PPE).

1. Disable HV battery contactors with wiTECH - Go to the Misc Functions tab --> Select Disable HV Battery Contactors --> then follow the wiTECH prompts.
2. Using wiTECH confirm that the contactors are open and waiting five minutes. If the contactors do not open turn the ignition on then off. Once successful a note will appear on the wiTECH screen indicating the contactors are open.
3. 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.
4. Clear any DTCs that may have been set in any modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
5. Verify the HCP, AHCP and TCM are also programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the HCP, AHCP and TCM software.
6. Enable HV battery contactors with wiTECH - Go to the Misc Functions tab --> Select Enable HV Battery Contactors For Service--> then follow the wiTECH prompts.

## POLICY:

Reimbursable within the provisions of the warranty.

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