

Technical Service Bulletin (TSB)
Door Control Module Window Inoperative

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|---------------------------|--|--|-------------------|---|---|
| REFERENCE: | TSB: 08-256-23 GROUP: 08 - Electrical | Date: | November 29, 2023 | REVISION: | — |
| VEHICLES AFFECTED: | 2023 (WL) Jeep Grand Cherokee/Cherokee L This bulletin applies to vehicles built on and after February 07, 2023 (MDH 0207XX) and on and before May 31, 2023 (MDH 0531XX) equipped with Power One-Touch Up/Down Front Windows (Sales Code JP3). | 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 checked="" type="checkbox"/> CH | |
| CUSTOMER SYMPTOM: | Customers may experience the following: <ul style="list-style-type: none"> • Front windows do not operate for one full key cycle. | | | | |
| CAUSE: | Driver Door Module (DDM) software. | | | | |

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-327, date of issue November 29, 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 inspecting and possibly reprogramming the DDM with the latest available software.

CLAIMS DATA:

| Labor Operation No: | Labor Description | Skill Category | Labor Time |
|---------------------|--|---------------------------------|------------|
| 18-19-14-9L | Module, Drivers Door and Passenger Door - Inspect (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs. |
| 18-19-14-9M | Module, Drivers Door and Passenger Door - Inspect and Reprogram (0 - Introduction) | 6 - Electrical and Body Systems | 0.4 Hrs. |
| Failure code | CC | Customer Concern | |
| | RF | Required Flash | |

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 (DTC)s 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.

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. Does the DDM have the latest software already installed?
 - YES>>> This bulletin has been completed. Use inspect LOP (18-19-14-9L) to close the active RSU.
 - NO >>> Proceed to [Step 2](#).
2. Reprogram the DDM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
3. Calibrate the windows (full up then full down via driver window switch). Refer to the detailed service procedures listed in DealerCONNECT>Service Library> under: 08 - Electrical / 8N - Power Systems / Power Windows / Standard Procedure.
4. Cycle the ignition off and on.
5. If equipped with folding mirrors, sync mirrors with folding mirror switch by folding and unfolding mirrors.
6. 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.

POLICY:

Reimbursable within the provisions of the warranty.

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