

REFERENCE:	TSB: 18-023-24 REV. A GROUP: 18 - Vehicle Performance	Date:	August 29, 2024	REVISION:	18-023-24
VEHICLES AFFECTED:	2021 (WL) Jeep Grand Cherokee / Grand Cherokee L This bulletin applies to vehicles equipped with a 5.7L V8 Hemi MDS VVT (Sales Code EZH).	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:	<p>**Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set the following Diagnostic Trouble Code (DTC):</p> <ul style="list-style-type: none"> • P2066 - Fuel Level Sensor 2 Performance. <p>Customers may experience one or more of the following:</p> <ul style="list-style-type: none"> • When the driver attempts to override the Electric Park Brake (EPB) while it remains engaged due to an unbuckled seatbelt in Drive or Reverse, the high torque request with the park brake engaged may lead to a damaged or broken Rear Drive Unit (RDU). • MIL illuminates when fueling the vehicle while the engine is running. ** • Lower fuel economy reported by the Instrument Panel Cluster (IPC). • Rough engine idle during warm up. • Vehicle turns off while idling in park. <p>In addition, the following software enhancement is available:</p> <ul style="list-style-type: none"> • Improved Security. 				
CAUSE:	PCM software				

This bulletin supersedes Technical Service Bulletin (TSB) 18-023-24, date of issue March 21, 2024, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include the addition of a DTC, new customer symptoms, a new LOP and an updated repair procedure step.

REPAIR SUMMARY:

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

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-06-J7	Module, Powertrain Control (PCM) - Reprogram (0 - Introduction)	1 - Engine Repair and Performance	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 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 or if the technician finds a DTC 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 PCM with the latest software. ****If issues arise when flashing a module using the wiTECH Diagnostic Application, please submit a ticket to the Helpdesk. The helpdesk can be found within the Help menu.****
2. 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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