

Technical Service Bulletin (TSB)
Flash: Transmission Control Module (TCM) Updates

REFERENCE:	TSB: 21-049-24 GROUP: 21 - Transmission and Transfer Case	Date:	September 17, 2024	REVISION:	–
VEHICLES AFFECTED:	2024 (WL) Jeep Grand Cherokee/Grand Cherokee L This bulletin applies to vehicles equipped with a 3.6L V6 24 VVT Engine Upg 1 w/ESS (Sales Code ERC) and a 8-Spd Auto 850RE Trans (Sales Code DFT) or 8-Spd Auto 8HP50 Trans (Sales Code DFW).	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 comment on one or more of the following: <ul style="list-style-type: none"> • Vehicle shifting is erratic and/or engine RPM holding too high in one gear. • Harsh 2-1 shift (bump) when coming to a stop. 				
CAUSE:	TCM Software				

REPAIR SUMMARY:

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

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-05-SC	Module, Transmission Control (TCM) - Reprogram (0 - Introduction)	2 - Automatic Transmission	0.2 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 any of the symptoms 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: The vehicle must not be connected to a high voltage charger when performing software updates.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Reprogram the TCM 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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