

REFERENCE:	TSB: 21-008-25 GROUP: 21 - Transmission and Transfer Case	Date:	January 11, 2025	REVISION:	21-041-24 REV. A
VEHICLES AFFECTED:	2024 (WL) Jeep Grand Cherokee/Grand Cherokee L This bulletin applies to vehicles **built on or before March 22, 2024 (MDH 0322XX)** equipped with a 2.0L I4 DOHC DI Turbo PHEV Engine (Sales Code ECX) and a 8-Speed Auto 8P75PH PHEV Transmission (Sales Code DFY).	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 one or more of the following Diagnostic Trouble Codes (DTCs):</p> <ul style="list-style-type: none"> • P1614-00 - ECU Reset/Recovery Occurred. • P0810-00 - Clutch Position Control Error. <p>Customers may also comment on one or more of the following:</p> <ul style="list-style-type: none"> • Customer may not continue with rock cycle maneuver due to the wrong message "Shift To P then Desired Gear" displayed on the Instrument Panel Cluster (IPC). • K0 Adaptation routine runs when vehicle stationary and EV Mode. • Vehicle loses propulsion capability. • Service transmission warning indicator is on. <p>NOTE: Requires key cycle to recover.</p>				
CAUSE:	TCM software				

This bulletin supersedes Technical Service Bulletin (TSB) 21-041-24 REV. A, date of issue October 04, 2024, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include a new build date, updated Repair Procedure steps and new LOPs.

****This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-008, date of issue January 11, 2025.****

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-SF	Module, Transmission Control (TCM) - Inspect (0 - Introduction)	2 - Automatic Transmission	0.2 Hrs.
18-19-05-SG	Module, Transmission Control (TCM) - Inspect and Reprogram (0 - Introduction)	2 - Automatic Transmission	0.3 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.**

RELATED LOPS:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-87-52	wiTECH Routine to Disable/Enable HV Battery Contactors for Service; Includes 5 Minute Waiting Period (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

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: **This is not a proactive repair. This Repair Procedure is to only be performed under this RSU if the vehicle exhibits the symptom/conditions listed in this document.**

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).****

NOTE: Install a battery charger to ensure sufficient battery voltage is provided 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. ****Does the TCM have the latest software already installed?**
 - YES>>> This bulletin has been completed. Use Inspection LOP (18-19-05-SF) to close the active RSU.
 - NO>>> Proceed to [Step 2](#).
2. Disable HV Battery Contactors using wiTECH - Go to the Misc Functions tab --> Select Disable HV Battery Contactors --> then follow the wiTECH prompts.
3. Use wiTECH to 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.
4. 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.
5. Enable HV Battery Contactors using wiTECH - Go to the Misc Functions tab --> Select Enable HV Battery Contactors For Service--> then follow the wiTECH prompts.
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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