

Technical Service Bulletin (TSB)
Droning Humming Growling Noise

REFERENCE:	TSB: 08-037-25 GROUP: 08 - Electrical	Date:	February 18, 2025	REVISION:	—
VEHICLES AFFECTED:	2023 - 2025 (WL) Jeep Grand Cherokee / Grand Cherokee L This bulletin applies to vehicles built on or before February 04, 2025 (MDH 0204XX) equipped with 3.6L V6 24V VVT Engine Upg I w/ESS (Sales Code ERC), 9 Amplified Speakers w/Subwoofer (Sales Code RC3) and Hidden Exhaust Tip-Single (Sales Code NEH).	MARKET APPLICABILITY:			
		<input checked="" type="checkbox"/> NA <input type="checkbox"/> MEA <input type="checkbox"/> SA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH			
CUSTOMER SYMPTOM:	Customers may comment on the following: <ul style="list-style-type: none"> Droning, humming or growling noises while in drive, park or neutral. This condition might disappear if the door is opened or a window is lowered down or when covering the Active Noise Cancellation (ANC) microphones. 				
CAUSE:	PROXI configuration misalignment				

REPAIR SUMMARY:

This bulletin involves performing a PROXI Configuration Alignment.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-02-JE	Module, Body Control (BCM) Restore Vehicle Configuration and Proxi Configuration Alignment Procedure (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
Failure Code	ZZ	Service Action	

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 above, perform the repair procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

REPAIR PROCEDURE:

1. Using the wiTECH, select and perform the routine "Restore Vehicle Configuration". This routine is available under the 'Vehicle Preparations' menu found on the side bar under the 'Activities' page of wiTECH.
2. Using the wiTECH, perform the PROXI Configuration Alignment routine. This routine is available under the 'Guided Diagnostics' tab found on the home, 'Vehicle View' page of wiTECH.
3. Clear any DTCs that may have set.

POLICY:

Reimbursable within the provisions of the warranty.

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