

Technical Service Bulletin (TSB)
Flash: Integrated Trailer Control Module (ITCM) Updates

| | | | | | |
|---------------------------|---|--------------|-------------------|--|------------------------------|
| REFERENCE: | TSB: 08-040-25 GROUP: 08 - Electrical | Date: | February 20, 2025 | REVISION: | — |
| VEHICLES AFFECTED: | 2023 (WS) Grand Wagoneer/Wagoneer This bulletin applies to vehicles equipped with Trailer Brake Control (Sales Code XHC). | | | 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"> When driving the vehicle, the trailer brake gain screen will pop up in the Instrument Panel Cluster (IPC) for a few seconds (same screen that would pop up if you squeeze the trailer brake manual lever control under the steering wheel), however no activation is made by the driver at all. No additional brake power is applied to the vehicle during the pop up event. | | | | |
| CAUSE: | ITCM software updates | | | | |

REPAIR SUMMARY:

This bulletin involves updating the ITCM with the latest available software.

CLAIMS DATA:

| Labor Operation No: | Labor Description | Skill Category | Labor Time |
|---------------------|---|---------------------------------|------------|
| 18-19-09-92 | Integrated Trailer Control Module (ITCM) - Reprogram (0 - Introduction) | 6 - Electrical and Body Systems | 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 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 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: If this flash process is interrupted/aborted, the flash should be restarted.

1. Reprogram the ITCM with the latest available 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. Using wiTECH, perform proxy alignment. This routine is available under the 'Guided Diagnostics' tab found on the home, 'Vehicle View' page of wiTECH.
3. Clear all DTCs that may have been set in any module 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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