

Technical Service Bulletin (TSB)
Flash: Powertrain Control Module (PCM) Updates

REFERENCE:	TSB: 18-041-25 GROUP: 18 - Vehicle Performance	Date:	June 26, 2025	REVISION:	18-018-19 REV. A
VEHICLES AFFECTED:	2019 (W3) Jeep Grand Cherokee (Egypt) This bulletin applies to vehicles equipped with the 5.7L V8 HEMI MDS VVT Engine (Sales Code EZH).			MARKET APPLICABILITY: <input type="checkbox"/> NA <input type="checkbox"/> EE <input type="checkbox"/> SA <input type="checkbox"/> IAP <input checked="" type="checkbox"/> MEA <input type="checkbox"/> CH NOTE: **This bulletin applies to the Middle East & Africa market.**	
CUSTOMER SYMPTOM:	Customers may experience the following condition: <ul style="list-style-type: none"> Actual fuel economy reporting may not match the Instrument Panel Cluster (IPC). 				
CAUSE:	**PCM software**				

This bulletin supersedes Technical Service Bulletin (TSB) 18-018-19 REV. A, date of issue October 05, 2019, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include an new Markets Note, Cause statement, updated Diagnosis statement, new Special Tools/ Equipment table and updated Repair Procedure.

Updates not highlighted by asterisks include the removal of a the WK model, a Failure Code and LOP.

This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 19-069, dated October 05, 2019. All applicable Sold and UnSold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

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-A2	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 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 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 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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