

Technical Service Bulletin (TSB)
Drivetrain Control Module (DTCM) Software Update

REFERENCE:	TSB: 08-368-25 GROUP: 08 - Electrical	Date:	November 5, 2025	REVISION:	–
VEHICLES AFFECTED:	2024 (WS) Jeep Wagoneer/ Grand Wagoneer This bulletin applies to vehicles built on or before May 16, 2025 (MDH 0516XX) equipped with Single Speed On Demand Transfer Case (Sales Code DHR) or 2 Speed On Demand Transfer Case (Sales Code DKA).			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 NOTE: This bulletin applies to the North America market.	
CUSTOMER SYMPTOM:	Customers may experience one or more of the following: <ul style="list-style-type: none"> • Rear axle bind during slow speed turning. Feels like the 4WD is active. • While moving above 5 kph (3.1 mph) transmission goes into limp mode. 				
CAUSE:	DTCM Software Flash				

REPAIR SUMMARY:

This bulletin involves flashing the DTCM to the latest software level.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-07-B9	Module, Drivetrain Control - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	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.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or equivalent	-	-

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.

REPAIR PROCEDURE:

1. Reprogram the DTCM 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. Use wiTECH to perform a NVM (Non Volatile Memory) clear routine, which is found in the DTCM Misc. Functions tab, followed by a key off cycle.
3. Ensure the vehicle is on a flat, level surface.
4. Cycle the key off and then on.
5. Start the vehicle and place the transmission into neutral for 30 seconds.
6. In a safe area, perform five, figure-8 turning maneuvers.
7. 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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