

Technical Service Bulletin (TSB)

Flash: Powertrain Control Module (PCM) Updates

REFERENCE:	TSB: 18-004-24 REV. B GROUP: 18 - Vehicle Performance	Date:	August 7, 2024	REVISION:	18-004-24 REV. A
VEHICLES AFFECTED:	2023 (WS) Grand Wagoneer/Wagoneer This bulletin applies to vehicles equipped with a 3.0L I6 Hurricane SO Twin Turbo ESS (Sales Code EFH).			MARKET APPLICABILITY: ☒ NA☒ MEA ☐ SA☐ IAP ☐ EE☐ CH	
CUSTOMER SYMPTOM:	Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find one or more of the following Diagnostic Trouble Codes (DTCs) have been set: **P00F3-00 - Humidity Sensor Circuit Range-performance.** - P00C6-00 - Fuel Rail Pressure Too Low - Engine Cranking. - P06DD-00 - Engine Oil Pressure Control Circuit Performance/Stuck Off. - P0461-00 - Fuel Level Sensor "A" Circuit Range/Performance. - P051B-00 - Crankcase Pressure Sensor Circuit Range/Performance. - P2F64-00 - Ion Sense Feedback Circuit A. - P0331-00 - Knock Sensor 2 Circuit Range/Performance. - P0300-00 - Multiple Cylinder Misfire. - P2C90-00 - Crankcase Ventilation System - Hose "A" Disconnected. - P0011-00 - Bank 1 Camshaft 1 Position Timing Over Advanced Or System Performance. - P0604-00 - Internal Control Module Random Access Memory Ram Error. - P060C-00 - Internal Control Module Main Processor Performance. **Customers may also comment on the following: - Undesirable vehicle drivability behavior causing the a Shift to Park event during Engine Stop Start (ESS) while Adaptive Cruise Control (ACC) is active. - Pressing ACC button while ESS active can shift the vehicle to park. - Idle speed oscillations observed when in Snow and Mud modes. - Poor engine performance (undershoots engine speed) for ESS and for non-ESS engine start. - Screen two incorrectly pops up on the Instrument Cluster Panel (IPC) for 5 seconds during Terrain and Rock mode. - Vehicle performance complaints when coasting at lower speeds.**				
CAUSE:	PCM software update				

This bulletin supersedes Technical Service Bulletin (TSB) 18-004-24 REV. A, date of issue February 8, 2024, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include additional customer symptoms, an updated RSU statement, new LOPS and an updated repair procedure step.

****This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-023, date of issue February 08, 2024. All applicable RSU VINs have been loaded. To verify this RSU 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-JY	Module, Powertrain Control (PCM) - Inspect (0 - Introduction)	1 - Engine Repair And Performance	0.2 Hrs.
18-19-06-JZ	Module, Powertrain Control (PCM) - Inspect and Reprogram (0 - Introduction)	1 - Engine Repair And Performance	0.2 Hrs.**
Failure Code	RF	Required Flash - RSU	
	CC	Customer Concern	

The dealer must use failure code CC with this 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.

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 a customer’s VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptom 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. Is the vehicle on the RSU VIN list?
 - YES >>> Proceed to [Step 2](#).
 - NO >>> Proceed to [Step 3](#).
2. Does the PCM have the latest software already installed?
 - YES >>> This bulletin has been completed, use Inspect LOP ****(18-19-06-JY)**** to close the active RSU.
 - NO >>> Proceed to [Step 3](#).
3. Reprogram the PCM 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.****
4. 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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