



**NUMBER:** 21-011-16 REV. B

**GROUP:** Transmission and Transfer Case

**DATE:** July 23, 2016

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-011-16 REV. A, DATED JULY 07, 2016, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDE UPDATED 6.4L VEHICLE BUILD DATE, ADDED SYMPTOM/CONDITION FOR 6.4L AND LOP.**

**FOR HELP WITH USING wiTECH FOR ECU FLASH REPROGRAMMING, CLICK ON THE APPLICATION'S "HELP" TAB.**

**THE wiTECH SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.**

***SUBJECT:***

Flash: Transmission Diagnostic And Shift Enhancements

***OVERVIEW:***

This bulletin involves reprogramming the Transmission Control Module (TCM) with the latest available software.

***MODELS:***

|      |      |                     |
|------|------|---------------------|
| 2016 | (WD) | Dodge Durango       |
| 2016 | (WK) | Jeep Grand Cherokee |

**NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA, LATAM, EMEA, and APAC.**

**NOTE: This bulletin applies to vehicles built on or before May 17, 2016 (MDH 0517XX) equipped with a 3.0L Gasoline Engine (Sales Code EHW) and an 845RE 8 Speed Automatic Transmission (Sales Code DFL).**

**NOTE: This bulletin applies to vehicles built on or before May 17, 2016 (MDH 0517XX) equipped with a 3.6L Engine (Sales Code ERC) and an 845RE 8 Speed Automatic Transmission (Sales Code DFL).**

**NOTE: This bulletin applies to vehicles built on or before May 17, 2016 (MDH 0517XX) equipped with a 5.7L Engine (Sales Code EZH) and an 8HP70 8 Speed Automatic Transmission (Sales Codes DFD or DFK).**

**NOTE: This bulletin applies to vehicles built on or before February 02, 2016 (MDH 0202XX) equipped with a 3.0L Diesel Engine (Sales Code EXF) and an 8HP70 8 Speed Automatic Transmission (Sales Code DFD).**

**NOTE: This bulletin applies to vehicles built on or before \*\*July 08, 2016 (MDH 0708XX)\*\* equipped with a 6.4L Engine (Sales Code ESG) and an 8HP70 8 Speed Automatic Transmission (Sales Code DFK).**

***SYMPTOM/CONDITION:***

Some customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation, a technician may find the following Diagnostic Trouble Code (DTC) stored in the TCM memory:

- U0404 - Invalid Data Received From Gear Shift Control Module "A".

In addition, customers may experience the following conditions:

- Bumps on 2 - 1 down-shift while braking.
- The M on the shifter and Instrument cluster may be blinking.

The following improvements are included in this update:

- \*\*Improved 2 - 1, 3 - 2 and 6 - 5 down-shifts **(6.4L only)**.\*\*
- Improved 1 - 2 light throttle up-shifts.

***DIAGNOSIS:***

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed or if the technician finds the DTC, perform the Repair Procedure.

***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 TCM with the latest available software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. Clear any DTCs that may have been set in any modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

**CAUTION: Do not clear the shift adaptives in the TCM's memory. This action may cause the transmission to not shift smoothly until the adaptives are re-learned.**

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

| Labor Operation No: | Description                                                          | Skill Category             | Amount     |
|---------------------|----------------------------------------------------------------------|----------------------------|------------|
| **18-19-05-DQ       | Module, Transmission Control (TCM) - Reprogram<br>(0 - Introduction) | 2 - Automatic Transmission | 0.2 Hrs.** |

**NOTE: The expected completion time for the flash download portion of this procedure is approximately 3 minute. Actual flash download times may be affected by vehicle connection and network capabilities.**

**FAILURE CODE:**

**The dealer must choose which failure code to use. If the customer came in with an issue and if the dealer finds a software update to correct that issue, use failure code CC, for all other use failure code RF.**

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

|    |                  |
|----|------------------|
| CC | Customer Concern |
| RF | Routine Flash    |