



NUMBER: 21-001-16 REV. C

GROUP: Transmission and
Transfer Case

DATE: May 10, 2016

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-001-16 REV. B, DATED APRIL 01, 2016, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE BUILD DATE CHANGE FOR 3.2L ENGINE ONLY AND A NEW LABOR OP.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-001. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

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

(KL)

Jeep Cherokee

NOTE: The RRT portion of this bulletin applies to vehicles within the following markets/countries: US Market only.

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

NOTE: This bulletin applies to vehicles built on or before **April 25, 2016 (MDH 0425XX) with a 3.2L Engine (Sales Code EHK) and a 9 Speed Automatic Transmission (Sales Code DFH) or (Sales Code DFJ).**

NOTE: This bulletin applies to vehicles built on or before February 29, 2016 (MDH 0229XX) equipped with a 2.4L Engine (Sales Code ED6 or ED8) and a 9 Speed Automatic Transmission (Sales Code DFH) or (Sales Code DFJ).

SYMPTOM/CONDITION:

2.4L Engine (Sales Code ED6/ED8)

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:

- P061B - Internal Control Module Torque Calculation Performance.

In addition, some customers may experience one or more of the following conditions:

- 5-4 coast down transmission shift quality enhancement.
- Less than desired low speed drivability and response to accelerator pedal input.
- Less than desired transmission shift quality.
- Transmission is slow to upshift after releasing the accelerator pedal.

3.2L Engine (Sales Code EHK)

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:

- P061B - Internal Control Module Torque Calculation Performance.

In addition, some customers may experience one or more of the following conditions:

- 5-4 coast down transmission shift quality enhancement.
- Less than desired low speed drivability and response to accelerator pedal input.
- Less than desired transmission shift quality.
- Less than optimal transmission shift timing, driving up and down hills.
- Less than desired Engine Stop/Start re-engagement or smoothness.
- Transmission is slow to upshift after releasing the accelerator pedal.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all vehicle 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 RRT VIN list, perform the repair. For all other customers that describe the symptom/condition listed above 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 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 module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allows them to be cleared.

NOTE: If the software is up to date use inspection LOP (18-19-05-CS) to close an active RRT.

3. Verify the Powertrain Control Module (PCM) is programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the PCM software.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-05-CS	Module, Transmission Control (TCM) - Inspect (0 - Introduction)	2 - Automatic Transmission	0.2 Hrs.
18-19-05-DD	Module, Transmission Control (TCM) - Reprogram (0 - Introduction)	2 - Automatic Transmission	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 5 minutes. 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 the dealer found updated software 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