



NUMBER: 21-043-15

GROUP: Transmission and
Transfer Case

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-018-14 REV. B, DATED DECEMBER 09, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES ADDITIONAL SYMPTOM ENHANCEMENTS, REPAIR STEPS, AND NEW LABOR OPS.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-040. 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.

HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING AN ECU IS AVAILABLE BY SELECTING "HELP" THEN "HELP CONTENTS" AT THE TOP OF THE wiTECH DIAGNOSTIC APPLICATION WINDOW.

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

SUBJECT:

Flash: Transmission Shift and Diagnostic Enhancements

OVERVIEW:

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

MODELS:

2014 (KL) Jeep Cherokee

NOTE: **This bulletin applies to vehicles equipped with a 3.2L engine (Sales Code EHB) and the 948TE 9-Speed transmission (sales code DFJ or DFH).**

SYMPTOM/CONDITION:

A small number of customers may experience a Malfunction Indicator Lamp (MIL) illumination on vehicles equipped with a 948TE 9 speed automatic transmission (sales code DFH or DFJ). Upon further investigation, a technician may find one or more of the following Diagnostic Trouble Codes (DTCs) stored in the TCM memory.

- **P0711-00 - Transmission Fluid Temperature Sensor A Circuit Range-Performance**
- P072F-00 - Stuck in Gear 4
- P076F-00 - Gear 7 shift incorrect ratio
- P0810-00 - Clutch position control error
- P1CC9-00 - Unable to engage gear
- P0734-00 - Gear 4 shift incorrect ratio
- P061B-00 - Internal control module torque calculation performance

In addition, the following transmission shift and performance improvements are included in this software release.

- **3-2 downshift delay while driving on inclines.**
- Garage shifts (Park to Reverse or Drive).
- Overall coastdown shift quality.
- Throttle response and performance feel.
- Management and prevention of busy shifting.
- Lift foot/change mind shift quality.

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 the customer describes 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. **Using the wiTECH, record the Clutch Fill and Fast Fill counter information.**
2. Reprogram the TCM with the latest available software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the "HELP" tab on the upper portion of the wiTECH window, then "HELP CONTENTS." This will open the Welcome to wiTECH Help screen where help topics can be selected.
3. **Using wiTECH, Perform the TCM "VIN Verification" routine Located in the TCM "Misc Functions" menu and follow the on-screen prompts.
4. Using wiTECH, perform a "PROXI Configuration Alignment" routine located in the "Vehicle Preparations" tab on the main vehicle view screen.

5. Turn the ignition off and disconnect wiTECH for 1 minute. Open and close the driver's door and let all modules go to sleep.
6. Turn the ignition back on and reconnect wiTECH.
7. From the vehicle view screen, select "PROXI Configuration Alignment" routine again in the "Vehicle Preparations" tab and verify all modules are properly aligned.**
8. 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.. Proceed to.

CAUTION: **The Powertrain Control Module must be updated to the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the PCM software.**

9. **Using wiTECH, compare the current Clutch Fill and Fast Fill counter information and compare that to the values recorded in [Step #1](#). Did all fill counters reset to 0?
 - a. Yes>>> Perform the 9 Speed Adaptation Drive Learn Procedure. Refer to all applicable published service bulletins regarding the 9 Speed Adaptation Drive Learn procedure for detailed repair procedures and labor times.
 - b. No>>> Procedure is complete. No further action is required.**
10. Perform the 9 Speed Adaptation Drive Learn Procedure. Refer to all applicable published service bulletins regarding the 9 Speed Adaptation Drive Learn procedure for detailed repair procedures and labor times.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-05-BK	Module, Transmission Control (TCM) - Reflash - (1 - Semi-Skilled)	2- Automatic Transmission	0.3 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 4 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, than 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