



NUMBER: 21-038-15 REV. B

GROUP: Transmission and
Transfer Case

DATE: October 17, 2015

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-038-15 REV. A, DATED OCTOBER 8, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS AND INCLUDES SALES CODE UPDATES.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-097. 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 A 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: Drivetrain Control Module (DTCM) C2020-01 ECU Internal Fault setting in the DTCM

OVERVIEW:

This bulletin involves reprogramming the Drivetrain Control Module (DTCM) with the latest available software.

MODELS:

2015	(BU)	Jeep Renegade
2016	(FB)	Fiat 500X

**NOTE: This bulletin applies to vehicles within the following markets/countries:
NAFTA.**

NOTE: This bulletin applies to BU vehicles built on or before July 11, 2015 (MDH 0711XX) equipped with All Wheel Drive (Sales Codes XAB, XAF**).**

NOTE: This bulletin applies to FB vehicles built on or before June 28, 2015 (MDH 0628XX) equipped with 9-SPD 948TE Auto Trans (Sales Code DFH).

SYMPTOM/CONDITION:

Some vehicles may experience the All Wheel Drive Light (AWD) illuminating due to DTC C2020-01 ECU Internal Fault setting erroneously in the DTCM.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all systems are functioning as designed. If DTCs or symptom conditions, are present other than the symptom condition listed above, 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. Inspect/Reprogram the DTCM 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.

NOTE: If the DTCM is already at the latest available software, use Inspection Only LOP (18-19-07-9J) to close the active RRT.

2. Using wiTECH, restore configuration and align proxi. This routine is available under the 'Diagnostic Procedures' tab found on the home, 'Vehicle View', page of wiTECH.
3. 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.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-07-9J	Module, Drivetrain Control (DTCM) - Inspection Only (0 - Introduction)	21 - Transmission and Transfer Case	0.2 Hrs.
18-19-07-9G	Module, Drivetrain Control (DTCM) - Reprogram (0 - Introduction)	21 - Transmission and Transfer Case	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