SERVICE BULLETIN

NUMBER: 21-007-16

GROUP: Transmission and Transfer Case

DATE: February 09, 2016

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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: Power Transfer Unit (PTU) Motor Position Enhancements

OVERVIEW:
This bulletin involves updating the software in the Power Transfer Unit (PTU).

MODELS:

2015 - 2016	(K4)	Jeep Cherokee (China)

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

NOTE: This bulletin applies to vehicles built on or before January 18, 2016 (MDH 0118XX). equipped AWD Single Speed Power Take off with (Sales Codes DK2).

SYMPTOM/CONDITION:
A customer may experience All Wheel Drive (AWD) not operating correctly. On further inspection the Technician may find the following Diagnostic Trouble Codes (DTCs), C1494-92-PTU Fork Position - Performance or Incorrect Operation.

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all of the AWD 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. Perform the flash for the PTU. 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.
2. Turn the ignition off.
3. Turn the ignition key to the RUN position and perform the PTU flash.
4. When the flash is complete, turn the ignition key OFF.
5. 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 allow them to be Cleared.
6. After clearing DTCs is DTC C1494-92 code still active?
   a. Yes >>> Further normal diagnosis will be necessary.
   b. No >>> This bulletin has been completed.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-17-9K	Modules, PTU, and DTCM - Reprogram (0 - Introduction)	2- Automatic Transmission	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 2 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