STELLANTIS PARTS & SERVICES

# Technical Service Bulletin (TSB)

## Flash: Electronic Shift Module (ESM) Updates

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|---|---|---|---|---|---|
| **REFERENCE:** | **TSB:** 08-371-26<br>**GROUP:** 08 - Electrical | **Date:** | October 8, 2026 | **REVISION:** | — |
| **VEHICLES AFFECTED:** | **2023 (WL) Jeep Grand Cherokee/ Grand Cherokee L** | | | **MARKET APPLICABILITY:**<br>☒ NA ☐ MEA<br>☐ SA ☐ IAP<br>☐ EE ☐ CH<br>**NOTE: This bulletin applies to the North America markets.** | |
| **CUSTOMER SYMPTOM:** | **Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set one or more of the following Diagnostic Trouble Codes (DTCs):**<br>• U114C-00 - Lost Communication With PRNDL Display.<br>• P1C86-00 - PRNDL Display.<br>**Customers may also comment on one or more of the following:**<br>• "Service Shifter" message showing on Instrument Panel Cluster (IPC).<br>• PRNDL lights are not illuminating. | | | | |
| **CAUSE:** | **ESM software** | | | | |

## REPAIR SUMMARY:

This bulletin involves reprogramming the ESM with the latest available software.

## CLAIMS DATA:

| Labor Operation No: | Labor Description | Skill Category | Labor Time |
|---|---|---|---|
| 18-19-15-9S | Module, Electronic Shift (ESM) – Reprogram (0 - Introduction) | 6 - Electrical and Body Systems | 0.3 Hrs. |
| Failure Code | CC | Customer Concern | |

**The dealer must use failure code CC with this Technical Service Bulletin.**

- If the customer's concern matches the SYMPTOM identified in the Technical Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.

## SPECIAL TOOLS/EQUIPMENT:

| Description | Ref. No. | Notes |
|---|---|---|
| wiTECH or equivalent | - | - |

## DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/ Service Library, verify all related 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 any of the symptoms listed above in the customer symptom section, 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 ESM with the latest available software. If issues arise when flashing a module using the wiTECH Diagnostic Application, please submit a ticket to the Helpdesk. The helpdesk can be found within the Help menu.
2. 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.

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