STELLANTIS PARTS & SERVICES

Technical Service Bulletin (TSB)

Flash: Electronic Shift Module (ESM) Updates

REFERENCE:	**TSB:** 08-383-26 **GROUP:** 08 - Electrical	**Date:**	October 20, 2026	**REVISION:**	–
VEHICLES AFFECTED:	**2021 (WL) Jeep Grand Cherokee/Grand Cherokee L** **This bulletin applies to vehicles equipped with the 3.6L V6 24 VVT Engine UPG 1 W/ESS (Sales Code ERC).**			**MARKET APPLICABILITY:** ☒ NA ☐ MEA ☐ SA ☐ IAP ☐ EE ☐ CH **NOTE: This bulletin applies to the North America market.**	
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):** • U114C-00 - Lost Communication with PRNDL Display. • P1C86-00 - PRNDL Display. **Customers may comment on one or more of the following:** • "Service Shifter" message displayed in the Instrument Panel Cluster (IPC). • PRNDL lights on the shifter are off.				
CAUSE:	**ESM software update**				

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.

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.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

REPAIR PROCEDURE:

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.0 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.

POLICY:

Reimbursable within the provisions of the warranty.

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