

Technical Service Bulletin (TSB)

Flash: Transmission Control Module (TCM) Updates

REFERENCE:	TSB: 21-030-24 GROUP: 21 - Transmission and Transfer Case	Date:	May 9, 2024	REVISION:	21-003-24 REV. C
VEHICLES AFFECTED:	2023 (WL) Jeep Grand Cherokee/Grand Cherokee L This bulletin applies to vehicles equipped with a 2.0L I4 DOHC DI Turbo PHEV Engine (Sales Code ECX) and a 8-Speed Auto 8P75PH PHEV Transmission (Sales Code DFY).			MARKET APPLICABILITY: ☒ NA☒ MEA ☒ SA☒ IAP ☒ EE☒ CH	
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):** ● P0810-00 - Clutch Position Control Error. ● P16F0-00 - SPI Comm Hardware Fault. Customers may also comment on one or more of the following: ● K0 Adaptation routine runs when vehicle stationary and EV Mode. ● Vehicle loses propulsion capability. ● Service transmission warning indicator is on. NOTE: Require key cycle to recover. ● Shifts rough occasionally when coming down to a stop. ● Shifts rough occasionally when accelerating. ● Shifts rough when transitioning from EV to Hybrid operation on low SoC. ● Shifts rough when engines starts. ● On part throttle accelerations with little to no battery available the transition from battery power to engine on is harsh and abrupt. ● The engine oil life on dashboard drops down too fast when the engine oil dilution reaches high level without the ability to recover.				
CAUSE:	Module software updates				

This bulletin supersedes Technical Service Bulletin (TSB) 21-003-24 REV. C, date of issue March 15, 2024, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include converting it from an Info Only TSB, an updated Customer Symptoms statement, updated RSU statement, new recall notes, an updated Repair Summary, a new Claims Data Table and an updated Repair Procedure.

****This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-021, date of issue February 03, 2024. All applicable RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. ****

REPAIR SUMMARY:

****This bulletin involves reprogramming the TCM with the latest available software.****

NOTE: **Please be sure that the 04B recall is completed prior to performing this TSB. This TCM software update is covered by the 04B recall if still incomplete.**

****CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-05-S7	Module, Transmission Control (TCM) - Reprogram (0 - Introduction)	2 - Automatic Transmission	0.2 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:**WARNING!!**

- Before performing the software reprogramming, it is necessary to make the vehicle safe.
- When performing repairs that directly involve or imply possible contact with live high voltage components/systems, the technician must ensure that the power supply of the high-voltage system is disconnected throughout the operation.
- Only specifically trained technicians qualified to perform repairs on vehicles with high voltage systems under current national laws/regulations are authorized to work on the vehicle.
- Before performing any diagnostic repair work on the vehicle, carefully read and comply with the general instructions for working safely on hybrid/electric vehicles and use suitable general equipment and Personal Protective Equipment (PPE).

NOTE: Install a battery charger to ensure sufficient battery voltage is provided during the flash process.

NOTE: **The vehicle must not be connected to a high voltage charger when performing software updates.**

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Reprogram the TCM with the latest 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 any DTCs that may have been set in any modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

NOTE: **Follow the 04B recall Instructions and utilize the LOPs contained within the recall if the recall is not yet completed on this vehicle.**

POLICY:

****Reimbursable within the provisions of the warranty.****

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