

Technical Service Bulletin (TSB)

Flash: Transmission Control Module (TCM) Updates

REFERENCE:	TSB: 21-041-24 REV. A GROUP: 21 - Transmission and Transfer Case	Date:	October 4, 2024	REVISION:	21-041-24
VEHICLES AFFECTED:	2024 (WL) Jeep Grand Cherokee/Grand Cherokee L This bulletin applies to vehicles built on and before **August 13, 2024 (MDH 0813XX)** 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): • **P1614-00 - ECU Reset/Recovery Occurred.** • P0810-00 - Clutch Position Control Error. Customers may also comment on one or more of the following: • **Customer may not continue with rock cycle maneuver due to the wrong message "Shift To P then Desired Gear" displayed on the Instrument Panel Cluster (IPC).** • K0 Adaptation routine runs when vehicle stationary and EV Mode. • Vehicle loses propulsion capability. • Service transmission warning indicator is on. NOTE: Requires key cycle to recover.				
CAUSE:	TCM software				

This bulletin supersedes Technical Service Bulletin (TSB) 21-041-24, date of issue June 08, 2024, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include an updated build date, updated Customer Symptom statement, an additional DTC, additional Customer Symptoms, an updated LOP, a new Related LOPs table with new LOP, updated Repair Procedure and a new Warning added to the Repair Procedure.

REPAIR SUMMARY:

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

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-05-SD	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.

****RELATED LOPS:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-87-52	wiTECH Routine to Disable/Enable HV Battery Contactors for Service; Includes 5 Minute Waiting Period (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.**

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!**

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

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: 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. **Disable HV battery contactors with wiTECH - Go to the Misc Functions tab —> Select Disable HV Battery Contactors —> then follow the wiTECH prompts.
2. Using wiTECH confirm that the contactors are open and waiting five minutes. If the contactors do not open turn the ignition on then off. Once successful a note will appear on the wiTECH screen indicating the contactors are open.

3. 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.
4. Enable HV battery contactors with wiTECH - Go to the Misc Functions tab —> Select Enable HV Battery Contactors For Service—> then follow the wiTECH prompts.**
5. 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.

POLICY:

Reimbursable within the provisions of the warranty.

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