SERVICE BULLETIN

NUMBER: 21-033-14

GROUP: Transmission and Transfer Case

DATE: October 22, 2014

THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-005-13, DATED MAY 17, 2013 WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE MARKED WITH **ASTERISKS AND INCLUDE SEVERAL NEW SYMPTOMS, NEW LABOR OPERATIONS AND VEHICLE LINES.**

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 VERSION MUST BE AT **15.02 OR HIGHER TO PERFORM THIS PROCEDURE.**

SUBJECT:
FLASH: MIL Illumination For P0730 And Transmission Shift Enhancements

OVERVIEW:
This bulletin involves selectively erasing and reprogramming the Transmission Control Module (TCM) with new software.

MODELS:

2012	(JK)	Wrangler
2012	(LC)	Challenger
2012	(LD)	Charger
2012	(LX)	300C
2012	(WD)	Durango
2012	(WK)	Grand Cherokee
**2012	(KK)	Liberty**

NOTE: This bulletin applies to vehicles equipped with the W5A580 Transmission (Sales Code DGJ):

SYMPTOM/CONDITION:
A small number of customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation, the technician may find that Diagnostic Trouble Code (DTC) P0730 - Incorrect Gear Ratio is setting erroneously. **In addition to correcting the DTC, the following Transmission Control Module (TCM) calibration improvements are now available. These updates are broken down by vehicle line and engine category.

WK, WD, JK and LC Vehicles equipped with a 3.6L engine (Sales Code ERB)

- Hanging in gear during HOT ambient temperature conditions while vehicle is loaded or towing.
- Delayed downshift during acceleration at speeds above 48 kph. (Taiwan, Japan, and China market only).
- Delayed downshift when driving at altitudes higher than 2500 feet.
- Inconsistent shifting when towing or while driving up or down steep hills.
- Delayed upshift while driving in 4 low
- Intermittent delayed shift.
- Delayed engagement when shifting from drive to reverse while in 4 low. (JK Rubicon only)
- Delayed shift from second gear while towing or driving on steep grades. (JK Rubicon only)
- Intermittent delayed engagement from reverse to drive.
- Less than desired shift quality in AutoStick mode. (LC vehicles only)
- Fuel economy improvements. (LC vehicles only)

LC Vehicles equipped with a 5.7L engine (Sales Codes EZH or EZC)

- Hanging in gear during HOT ambient temperature conditions while vehicle is loaded or towing.
- Bump sensation felt during deceleration or braking.
- Fuel economy improvements.

LC and WK Vehicles equipped with a 6.4L engine (Sales Codes ESH or ESG)

- Bump sensation felt during deceleration or braking. (LC only)
- Inconsistent downshift during Wide Open Throttle (WOT) accelerations at highway speeds (i.e. passing).
- Transmission enhancements to improve acceleration while in reverse going uphill on steep grades. (WK only)
- Transmission hangs in gear at times when accelerating from a stop. (WK only)
- Intermittent harsh shift on acceleration (WK only)
- Transmission enhancements to improve acceleration while in reverse going uphill on steep grades. (WK only)

JK and KK Vehicles equipped with a 2.8L diesel engine (Sales Code ENS)

- Improved shift schedule while in drive.
- Excessive vibration when accelerating from a steady cruise state.
- Transmission hangs in gear at times when accelerating from a stop.
- Delayed upshift while driving in 4 low (JK only)
- Delayed engagement when shifting from drive to reverse while in 4 low. (JK Rubicon only)
- Fuel economy improvements (KK only)

WK Vehicles equipped with a 3.0L engine (Sales Code EXF)

- Improved shift schedule in drive.
- Fuel economy improvements
- Transmission hangs in gear at times when accelerating from a stop.**

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available, verify all vehicle systems are functioning correctly. If any DTCs or symptoms other than the ones listed above are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

If any of the above conditions are present, 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 TCM with the latest software available. Instructions for flashing 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.

NOTE: After TCM reprogramming, the following must be performed:

2. Clear any DTCs that may have been set due to reprogramming. The wiTECH™ application will automatically present all DTCs after the flash and allow the tech to clear them.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-05-P9	Module, Transmission Control (TCM) - Reprogram (1 - Semi-Skilled)	2 - Automatic Transmission	0.2 Hrs.

FAILURE CODE:

FM	Flash Module