



NUMBER: 21-035-15

GROUP: Transmission and Transfer Case

DATE: May 27, 2015

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-014-14, DATED APRIL 16, 2014 WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES ADDITIONAL SYMPTOMS.**

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 LEVEL MUST BE AT **15.04**** OR HIGHER TO PERFORM THIS PROCEDURE.**

SUBJECT:

Flash: Transmission Shift Enhancements

OVERVIEW:

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

MODELS:

2013	(JK)	Jeep Wrangler
2013	(LC)	Dodge Challenger
2013	(WD)	Dodge Durango
2013	(WK)	Jeep Grand Cherokee

NOTE: This bulletin applies to vehicles equipped with WA580 Automatic Transmission (Sales Code DGJ), with one of the engines listed in the symptom/condition list below.

NOTE: This bulletin doesn't pertain to Australian vehicles equipped with the 6.4L, refer to Service Bulletin 21-010-14.

SYMPTOM/CONDITION:

The customer may experience one or more of the following:

Grand Cherokee/Durango 3.6L Engine (Sales Code ERB)

- ****Erratic shifting complaints while driving up steep hills or towing during hot ambient temperature conditions.****
- Transmission shifting does not meet customers expectation while towing a loaded trailer in high ambients (>32°C/90°F).
- Poor performance and/or poor powertrain response when trying to accelerate from speeds >58 kph (36 mph) - All Markets.
- Poor performance and/or poor powertrain response when trying to accelerate from speeds >48 kph (30 mph) - Japan/Taiwan/China vehicles only.
- Transmission shifts inconsistently (gear hunting) when driving up/down steep hills or when towing a trailer.

Grand Cherokee 6.4L Engine (Sales Code ESG)

- Poor acceleration or performance above 113 kph (70 mph).
- Transmission shifting while accelerating from a stop does not meet customers expectation.
- Harsh shifting during acceleration with moderate accelerator pedal and then lifting off the accelerator pedal.
- Cannot accelerate up a steep incline or with a loaded trailer in reverse.

Wrangler 3.6L Engine (Sales Code ERB)

- ****Erratic shifting complaints while driving up steep hills or towing during hot ambient temperature conditions.****
- ****Hanging in gear (2nd Gear) when driving up steep hill or Towing (Rubicon ONLY).****
- Transmission shifting does not meet customers expectation while towing a loaded trailer in high ambients (>32°C/90°F).
- Poor performance and/or poor powertrain response when trying to accelerate from speeds >48 kph (30 mph) - Japan/Taiwan/China vehicles only.
- Delayed Drive to Reverse shift engagement when the transfer case is in Low Range (4LO) - **Rubicon Only.**

Wrangler 2.8L Engine (Sales Code ENS)

- ****Erratic while driving in Low Range (4LO).****
- Transmission shifts inconsistently (gear hunting) when driving up/down steep hills or when towing a trailer.
- Delayed Drive to Reverse shift engagement when the transfer case is in Low Range (4LO).
- Transmission shifting while accelerating from a stop does not meet customers expectation.
- Poor vehicle performance in Drive.
- Poor vehicle performance in Auto Stick Mode.
- Delayed upshifts and/or poor shift quality during acceleration from a stop when the transfer case is in Low Range (4LO) - **Rubicon Only..**

Challenger 3.6L Engine (Sales Code ERB)

- ****Poor shift quality using Auto Stick.****
- ****Erratic shifting complaints while driving up steep hills or towing during hot ambient temperature conditions.****
- Transmission shifting does not meet customers expectation while towing a loaded trailer in high ambients (>32°C/90°F).

****Challenger 5.7L Engine (Sales Code EZH or EZC)****

- ****Poor shift quality (bump or torque disturbance) when coasting to a stop.****

Challenger 6.4L Engine (Sales Code ESH or ESG)

- ****Poor shift quality (bump or torque disturbance) when coasting to a stop.****
- Poor acceleration or performance above 113 kph (70 mph).

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all engine and transmission systems are functioning as designed. If DTCs or symptom conditions, are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above, 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 available software. Detailed instructions for flashing control 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
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 cleared.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

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

NOTE: The expected completion time for the flash download portion of this procedure is approximately 3 minutes. Actual flash download times may be effected by vehicle connection and network capabilities.

FAILURE CODE:

****The dealer must choose which failure code to use. If the customer came in with an issue and the dealer found updated software to correct that issue, use failure code CC, for all other use failure code RF. ****

- ****If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, than failure code CC is to be used.**
- **If an available flash is completed while addressing a different customer concern, failure code RF is to be used.****

CC	Customer Concern
RF	Routine Flash