



NUMBER: 18-003-17 REV. B

GROUP: Vehicle Performance

DATE: February 21, 2017

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 18-003-17 REV. A, DATED FEBRUARY 07, 2017, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE AN UPDATED REPAIR PROCEDURE, REMOVAL OF NOTE AND NEW LOPS.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-073. ALL APPLICABLE UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE UN-SOLD VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

FOR HELP WITH USING wiTECH FOR ECU FLASH REPROGRAMMING, CLICK ON THE APPLICATION'S "HELP" TAB.

THE wiTECH SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.

SUBJECT:

Engine Oil Viscosity Upgrade And Flash Enhancements

OVERVIEW:

This bulletin involves reprogramming the Powertrain Control Module (PCM) and the Transmission Control Module (TCM). It also involves changing the engine oil with new 5W40 engine oil and applying a sticker to the engine oil filler cap. An addendum card will need to be added in the Owner's Manual.

MODELS:

2016	(WK)	Jeep Grand Cherokee
2016	(DS)	RAM 1500 Pickup

**NOTE: This bulletin applies to vehicles within the following markets/countries:
APAC, EMEA and LATAM.**

**NOTE: This bulletin applies to vehicles equipped with a 3.0L Diesel Engine (Sales
Code EXF or EXN).**

SYMPTOM/CONDITION:

The following powertrain system improvements/enhancements are included in this software release:

- Fan calibration.
- Transmission calibration.
- Revised oil change algorithm.

DIAGNOSIS:

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

Only perform this repair if the vehicle's VIN is listed in VIP or your RRT VIN list.

PARTS REQUIRED:

Qty.	Part No.	Description	Region
1 sticker per vehicle	68358365AA Packaged as one sheet with ten stickers attached to the sheet.	Engine oil viscosity rating sticker	
9.5 liters (10 Qts.) (DS)	68001332PA (quart) 68147411PA (bulk)	Rotella® SAE 5W-40 Full Synthetic Engine Oil or equivalent	
7.6 liters (8 Qts.) (WK)			
7.6 liters) (8 Qts.) (WK)	39131910 (20L bulk) 39131100 (200L bulk)	Petronas Synthetic V 5W40	EMEA
	AU166240AA (5L bottle) LA001208AA (20L bulk) AU166241AA (209L bulk)	Ultra® 5W40 Full Synthetic Engine Oil	Australia
	LC231021AA (1L bottle) LC231022AA (4L bottle) LC231020GA (209L bulk)	Helix® Ultra 5W40 Full Synthetic Engine Oil	China
	SK169980AA Helix® (1L bottle) SK169981AA Ultra® (1L bottle) SK169982AA (200L bulk).	Helix® 5W40 Full Synthetic Engine Oil or Ultra® 5W40 Full Synthetic Engine Oil	South Korea
	68231015IA. Shell® (4L bottle) LI231015IA Ultra® (4L bottle)	Shell® Ultra 5W40 Full Synthetic Engine Oil or Ultra® 5W40 Full Synthetic Engine Oil	India

NOTE: When using bulk oil, please use NPN for the part number to claim the exact oil quantity (Liter) for the repair. You must also enter the last 9 digits of the associated bulk oil part number into the "Part Description" field in the warranty system.

NOTE: One quart equals 946 mL.

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 PCM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. Clear any DTCs that may have been set in other modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
3. Reprogram the TCM with the latest software.

CAUTION: Do not clear the shift adaptives in the TCM's memory. This action may cause the transmission to not shift smoothly until the adaptives are re-learned.

4. Clear any DTCs that may have been set in other modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

NOTE: Do not remove oil filter cap or change the oil filter. Replace the engine oil only by following the steps below.

5. Run the engine for five minutes before oil change to warm up the engine oil.

6. Remove oil fill cap.
7. Clean top of oil fill cap with Isopropyl alcohol or equivalent and apply engine oil viscosity rating sticker([Fig. 1](#)).

NOTE: Contact your National Sales Center or General Distributors for oil fill cap stickers and a copy of the Owner's Manual Addendum cards.

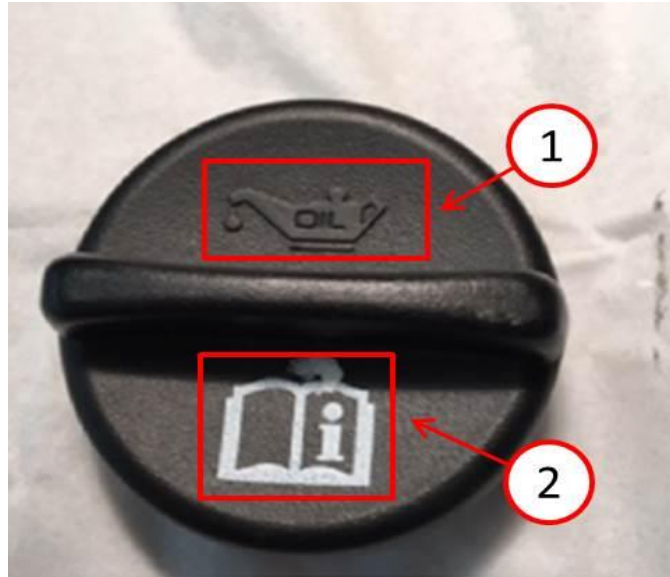


Fig. 1 Cap Before Sticker Applied

- 1 - Do Not Cover This Embossed International Oil Symbol
 - 2 - Cover This Old Oil Info Symbol With The New "5W40" Label
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8. Remove the oil drain plug and allow oil to drain for at least five minutes or until it stops dripping.
9. Inspect the oil drain plug and gasket for damages ([Fig. 2](#)). Replace if necessary.



Fig. 2 Damaged Rubber Seal

1 - Oil Drain Plug Gasket Seal Crushed

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10. Reinstall the oil drain plug. Tighten to 45 N·m (33 ft. Lbs.).
 11. Add 5W-40 synthetic engine oil to the engine. Use 10 quarts for (DS) RAM trucks and 8 quarts for (WK) Jeep Grand Cherokee. Take care not to spill oil on the engine.

12. Reinstall the oil fill cap with the new 5W-40 sticker firmly attached (Fig. 3).



Fig. 3 Cap After Sticker Applied

1 - "5W-40" Sticker Affixed To Oil Filler Cap

NOTE: Do not reset the oil life message on any new vehicles (under 500 miles).

13. Start engine and run for one minute.

14. ****Shut the engine off and wait five minutes for oil to drain down to sump. Verify the engine oil level is correct. Oil level must be at "MAX" level +/- 2 mm (Fig. 4).****



Fig. 4 Oil Dipstick

15. Insert addendum card into Owner’s Manual.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
**09-00-00-96	Reprogram Powertrain and Transmission Control Modules, Change Engine Oil includes Fill Cap Sticker and Insert Addendum Card into Glove Box (For International Market - WK Models) (0 - Introduction)	10 - Diesel	1.0 Hrs.
09-00-00-97	Reprogram Powertrain and Transmission Control Modules, Change Engine Oil includes Fill Cap Sticker and Insert Addendum Card into Glove Box (For International Market - DS Models). (0 - Introduction)	10 - Diesel	0.9 Hrs.**

NOTE: The expected completion time for the flash download portion of this procedure is approximately 1 minute. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

ZZ	Service Action
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