SERVICE BULLETIN

NUMBER: 18-015-12

GROUP: Vehicle Performance

DATE: April 20, 2012

THIS BULLETIN SUPERSEDES SERVICE BULLETIN 18-049-11, DATED NOVEMBER 04, 2011, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS AND INCLUDE THE ADDITION OF THE W2 MODELS.**

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 RELEASE 12.02 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

Flash: Bump Or Harsh Shift Neutral to Drive And Avoid MIL Illumination For Any P0032, P0038, P0052, P0058, P0031, P0037, P0051, P0057

OVERVIEW:

This bulletin involves diagnosis and selectively erasing and reprogramming the Powertrain Control Module (PCM) with new software or if necessary replacing the PCM based on the DIAGNOSIS. This new software once reprogrammed in the PCM will prevent the need to replace the PCM when the diagnostic trouble code (DTC's) listed below occur as a pair.

MODELS:

2011	(WD)	Durango
2011	(WK)	Grand Cherokee
**2011	(W2)	Grand Cherokee (CKD)**

NOTE: This Service Bulletin applies to vehicles equipped with a 5.7L engine (Sales Code EZH).

SYMPTOM/CONDITION:

The customer may experience a MIL illumination or a harsh shift from neutral to drive.

CAUTION: If the vehicle is not reporting any of the DTC's or just has the bump or harsh shift feeling perform the repair procedure for "REPAIR PROCEDURE FOR VEHICLES THAT HAVE NOT EXPERIENCED MIL OR ONLY HAVE THE BUMP OR HARSH SHIFT FEELING". If the vehicle has any of the DTC's perform the "DIAGNOSTIC" procedure.

MIL illumination:

Upon further investigation the Technician may find that any of the following Diagnostic Trouble Codes have been set. If any of the following DTC's have been set perform the Diagnosis.

i. P0032 - O2 Sensor 1/1 Heater Circuit High
ii. P0038 - O2 Sensor 1/2 Heater Circuit High
iii. P0052 - O2 Sensor 2/1 Heater Circuit High
iv. P0058 - O2 Sensor 2/2 Heater Circuit High
v. P0031 - O2 Sensor 1/1 Heater Circuit Low
vi. P0037 - O2 Sensor 1/2 Heater Circuit Low
vii. P0051 - O2 Sensor 2/1 Heater Circuit Low
viii. P0057 - O2 Sensor 2/2 Heater Circuit Low

Transmission Shifting:

A bump or harsh shift feeling when the gear position lever is moved from neutral to drive.

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all engine systems are functioning as designed. If DTC's other then the ones listed below are present record them on the repair order and repair as necessary before proceeding further with this bulletin.

The PCM only needs to be replaced if two or more of the **Circuit High** DTC's are active or stored:

- P0032 - O2 Sensor 1/1 Heater Circuit High
- P0038 - O2 Sensor 1/2 Heater Circuit High
- P0052 - O2 Sensor 2/1 Heater Circuit High
- P0058 - O2 Sensor 2/2 Heater Circuit High

The PCM only needs to be replaced if two or more of the **Circuit Low** DTC's are active or stored:

- P0031 - O2 Sensor 1/1 Heater Circuit Low
- P0037 - O2 Sensor 1/2 Heater Circuit Low
- P0051 - O2 Sensor 2/1 Heater Circuit Low
- P0057 - O2 Sensor 2/2 Heater Circuit Low

NOTE: If two Circuit High DTC's are seen together Or two Circuit Low DTC's are seen together, perform the REPAIR PROCEDURE FOR VEHICLES THAT HAVE EXPERIENCED THE MIL:".

PARTS REQUIRED:

Qty.	Part No.	Description
1	04275086AB	Label, Authorized Modification
AR (1)	RL150582AC	Module, Powertrain Control

REPAIR PROCEDURE FOR VEHICLES THAT HAVE NOT EXPERIENCED MIL OR ONLY HAVE THE BUMP OR HARSH SHIFT FEELING:

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. Follow the detailed service procedures available in DealerCONNECT/TechCONNECT, Refer To Group 8 - Electrical > Electronic Control Modules - Service Information > Module - Powertrain Control > Standard Procedures > PCM/ECM Programming. **After PCM reprogramming, the following must be performed:**
   a. Clear any DTC's that may have been set in other modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow the tech to clear them.
2. Type the necessary information on the “Authorized Modification Label” and attach it near the VECI label.

REPAIR PROCEDURE FOR VEHICLES THAT HAVE EXPERIENCED THE MIL:

1. Replace PCM. Refer To Group 8 - Electrical > Electronic Control Modules - Service Information > Module - Powertrain Control > removal & installation procedures.

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.

2. Reprogram the PCM with the latest software. Follow the detailed service procedures available in DealerCONNECT/TechCONNECT, Refer To Group 8 - Electrical > Electronic Control Modules - Service Information > Module - Powertrain Control > Standard Procedures > PCM/ECM Programming. **After PCM reprogramming, the following must be performed:**
   a. Clear any DTC's that may have been set in other modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow the tech to clear them.
3. Type the necessary information on the “Authorized Modification Label” and attach it near the VECI label.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
18-19-06-N4	Module, Powertrain Control (PCM) - Reprogram (C)	0.2 Hrs.
18-19-06-N5	Module, Powertrain Control (PCM) - Replace and Reprogram (C)	0.5 Hrs.

FAILURE CODE:

FM	Flash Module