



NUMBER: 18-108-16

GROUP: Vehicle Performance

DATE: October 08, 2016

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 18-035-14, DATED JULY 04, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES UPDATED SOFTWARE, REFERENCE SERVICE BULLETIN NUMBER AND LOP.**

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:

Flash: Surge, Shudder or Pulsation at Highway Speeds

OVERVIEW:

This bulletin involves reprogramming the Powertrain Control Module (PCM) with the latest available software.

MODELS:

2012-2013	(WK)	Jeep Grand Cherokee
2012-2013	(WD)	Dodge Durango

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

SYMPTOM/CONDITION:

A small number of customers may experience a surge, shudder, fish bite or pulsation type sensation when driving on smooth road surfaces at highway speeds of 64-129 km/h (40-80 mph).

NOTE: This is an optional software update that should only be used in situations where the customer is specifically complaining of the above condition. There will be two separate software options displayed on the wiTECH flash tab. The software file released for this Service Bulletin (SB) contains the verbiage “REFERENCE SB **18-108-16**. THIS FLASH IS TO BE USED ONLY FOR SHUDDER COMPLAINTS”. The other file is the standard software that does not contain improvements for this complaint. If for some reason the customer finds this shudder improvement objectionable, the PCM software may be returned/reprogram to the standard version.

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) 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.

For all other customers that describe the symptom/condition, 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 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 all DTCs that may have been set in any module 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.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-06-NQ	Module, Powertrain Control (PCM) - Reprogram (0 - Introduction)	1 - Engine Repair And Performance	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 2 minutes. Actual flash download times may be affected 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, 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