THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-002-14, AND 21-004-14 DATED FEBRUARY 14, 2014 WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS** AND INCLUDE ADDITIONAL SYSTEM IMPROVEMENTS AND LABOR OPS.

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 **15.02** OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:
Flash: 8HP70 Transmission Shift Enhancements

OVERVIEW:
This bulletin involves reprogramming the Transmission Control Module (TCM) with the latest available software.

MODELS:

2014	(WK)	Jeep Grand Cherokee
2014	(WD)	Dodge Durango

NOTE: This bulletin applies to vehicles equipped with a 5.7L engine (Sales Codes EZH) and an 8HP70 automatic transmission (sales code DFD).

SYMPTOM/CONDITION:
A small number of customers may indicate that the transmission shift quality may not meet their expectations under the following conditions. These concerns are separated by vehicle.

WK Vehicles

- **ECO mode will not retain settings. If ECO mode is turned off, it will turn back on after the ignition is cycled.**
- Less than desired upshift quality in normal drive mode under light/medium acceleration.
- Less than desired Power-on downshift quality (i.e. passing).
- Less than desired powertrain performance while driving at higher altitudes, on steep grades, or during high speed driving.
- Less than desired tip in/out acceleration during torque converter clutch operation.
- Less than desired engagement quality in 4x4 high or 4x4 low range.

WD Vehicles

- **ECO mode will not retain settings. If ECO mode is turned off, it will turn back on after the ignition is cycled.**
- Less than desired engagement quality in 4x4 high or 4x4 low range.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all vehicle systems are functioning as designed. If 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.

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 other modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow the tech to clear them.

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

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-05-A4	Module, Transmission Control (TCM) - Reprogram (0 - Introduction)	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 affected by vehicle connection and network capabilities.

FAILURE CODE:

FM	Flash Module