



NUMBER: 21-004-10 REV. A

GROUP: Transmission and Transfer Case

DATE: August 12, 2010

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL RRT10-049. ALL APPLICABLE VIN's HAVE BEEN LOADED.

THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-004-10, DATED AUGUST 3, 2010, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE AN UPDATED REPAIR PROCEDURE AND PARTS.**

THE wiTECH DIAGNOSTIC APPLICATION IS THE PREFERRED METHOD FOR FLASHING ECUs.

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 11.01 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

Flash: Shudder during Acceleration, Coast or Deceleration

OVERVIEW:

This bulletin involves verifying the Drive Train Control Module (DTCM) software part number and if necessary flash reprogramming with new software or replacing the DTCM and then flash reprogramming with new software.

NOTE: Be sure to read and follow the repair procedure. Some vehicles only need a flash reprogramming or there may be very few vehicles that require a DTCM replacement and flash reprogramming.

MODELS:

2011 (WK) Grand Cherokee

NOTE: This Service Bulletin applies to vehicles equipped with a electronic 4WD Quadra-Trac (II) transfer case (Sales Code DKA - Included in Quadra-Drive II Sales Code AWB) built before July 26, 2010 (MDH 0726XX).



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SYMPTOM/CONDITION:

Some customers may notice that they feel a shudder during the following conditions:

- For vehicles equipped with a 5.7L engine during acceleration between 40 - 60 mph in Auto and Sport modes.
- For vehicles equipped with a 3.6L engine during coast or deceleration from 60 mph in Auto and Sport modes.

The DTCM software was configured to reduce the 4WD torque to the front axle during non-slip events under normal driving conditions.

DIAGNOSIS:

Using a Scan Tool (wiTECH™) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no DTC's are set. If DTC's are present record them on the repair order and repair as necessary before proceeding further with this bulletin.

If the above condition is present, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	04275086AB	Label, Authorized Modification
AR (1)	56029423AF	Module, Drive Train Control (DTCM)

****REPAIR PROCEDURE:****

1. Connect wiTECH to the vehicle.
2. Using wiTECH read the software part number.
3. Is software part number 56029423AF or greater (AG, AH,...)?
 - a. Yes >>> Proceed to [Step #4](#)
 - b. No >>> Replace Drive Train Control Module. Follow the detailed service procedures available in DealerCONNECT/TechCONNECT, Refer To Group 8 - Electrical > Electronic Control Modules - Service Information > Module - Drive Train Control > Removal & Installation Procedures. Proceed to [Step #5](#) to reprogram to the latest level.
4. Is software part number 56029423AG or greater (AH, AI,...)
 - a. Yes >>> No further action is required.
 - b. No >>> proceed to [Step #5](#)

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

5. Reprogram the DTCM with the latest software. 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. **After DTCM 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.
6. 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
18-19-07-92	Inspect Software version of Drive Train Control Module	0.2 Hrs.
18-19-07-93	Module, Drive Train Control (DTCM) - Inspect, Replace, & Reprogram (C)	0.3 Hrs.
18-19-07-91	Module, Drive Train Control (DTCM) - Inspect and Reprogram (C)	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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