



NUMBER: 21-030-16

GROUP: Transmission and Transfer Case

DATE: September 10, 2016

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THIS BULLETIN SUPERSEDES SERVICE BULLETINS 21-039-14, DATED NOVEMBER 25, 2014, 21-027-15 REV. C, DATED OCTOBER 09, 2015 AND 21-064-15, DATED NOVEMBER 21, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE ADDITION OF 2015 MY WD VEHICLES, SOFTWARE ENHANCEMENTS FOR VEHICLES EQUIPPED WITH 5.7L ENGINE 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: Transmission Shift Enhancements

OVERVIEW:

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

MODELS:

2015	(WD)	Dodge Durango
2015	(WK)	Jeep Grand Cherokee

NOTE: This bulletin applies to vehicles equipped with the following options:

- **Vehicles equipped with a 5.7L gas engine (Sales Code EZH) and equipped with the 8HP70 8 speed transmission (Sales Code DFD) or (Sales Code DFK).**
- **Vehicles equipped with a 3.0L gas engine (Sales Code EHD) and equipped with the 845RE 8 speed transmission (Sales Code DFL) built on or after July 23, 2014 (MDH 0723XX) and built on or before October 17, 2014 (MDH 1017XX).**
- **Vehicles equipped with a 3.6L gas engine (Sales Code ERB) and equipped with the 845RE 8 speed transmission (Sales Code DFL) built on or after July 21, 2014 (MDH 0721XX) and built on or before October 17, 2014 (MDH 1017XX).**

SYMPTOM/CONDITION:

The following TCM calibration improvements are available for vehicles equipped with the 845RE 8 speed transmission (Sales Code DFL) or 8HP70 8 speed transmission (Sales Code DFD or DFK). These improvements are listed per engine application.

3.0L gas engine (Sales Code EHD)

- Improved upshift timing.
- Improved torque converter engagement.
- Improved shift timing during tow mode operation.
- Improved shift points during aggressive driving.
- Calibration improvement to correct bump feel during 2-1 downshift.
- Improved shift timing while in snow, base, and hill modes.

3.6L gas engine (Sales Code ERB)

- Improved 4-3 and 3-2 downshifts.
- Improved shift timing at higher altitudes.
- Improved shift timing while in sand mode.
- Calibration improvement for multi-gear downshift timing during passing maneuvers.
- Calibration improvement for intermittent delayed upshift.

5.7L gas engine (Sales Code EZH)

- Improved upshift timing in ECO, BASE, and HILL modes and while using cruise.
- Improved 8-7, 3-2, and 2-1 downshift timing.
- Improved shift timing at higher altitudes.
- Improved torque converter engagement.

**In addition, the following software enhancement is available:

- Shift quality calibration enhancements to address shift flare and garage shift complaints.**

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related 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 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 any modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

NOTE: 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.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
**18-19-05-DW	Module, Transmission Control (TCM) - Reprogram (0 - Introduction)	2- Automatic Transmission	0.2 Hrs. **

NOTE: The expected completion time for the flash download is approximately 1 minute. 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 if the dealer finds a software update 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