SERVICE BULLETIN

NUMBER: 21-023-14

GROUP: Transmission and Transfer Case

DATE: July 18, 2014

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-053. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

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 14.03 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:
Flash: Transmission Shift Enhancements

OVERVIEW:
This bulletin involves flash reprogramming of the Transmission Control Module (TCM) with new software.

MODELS:

2014	JK	Wrangler

NOTE: This bulletin applies to vehicles built on before May 25, 2014 (MDH 0525XX) equipped with an automatic transmission (Sales Code DGJ).

NOTE: The software in TCM part number 05150891AC may allow an initialization error on 4X4 vehicles causing the customer concern. TCM part number 05150891AC can still be used on 2014 model year Challengers without concern.

SYMPTOM/CONDITION:
The following Transmission Control Module (TCM) calibration improvements are available for vehicles equipped with WA580 Automatic Transmission (Sales Code DGJ).

3.6L Wrangler

- Transmission shifting does not meet customers expectation while towing a loaded trailer in high ambients (>32°C/90°F).
- Poor performance and/or poor powertrain response when trying to accelerate from speeds >48 kph (30 mph) - Japan/Taiwan/China vehicles only.
- Delayed Drive to Reverse shift engagement when the transfer case is in Low Range (4LO) - **Rubicon Only**.

2.8L Wrangler

- Transmission shifts inconsistently (gear hunting) when driving up/down steep hills or when towing a trailer.
- Delayed Drive to Reverse shift engagement when the transfer case is in Low Range (4LO)
- Transmission shifting while accelerating from a stop does not meet customers expectation.
- Poor vehicle performance in Drive
- Poor vehicle performance in Auto Stick Mode.
- Delayed upshifts and/or poor shift quality during acceleration from a stop when the transfer case is in Low Range (4LO) - **Rubicon Only**.

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

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. 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 TCM 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.
2. Clear any DTC's that may have been set in other modules due to reprogramming. The wiTECH™ application will automatically present all DTC's after the flash and allow the tech to clear them.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation	Description	Skill Category	Amount

No:			
18-19-05-B9	Module, Transmission Control (TCM) - Inspect and/or Reflash (1 - Semi Skilled)	2 - Automatic Transmission	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 5 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

FM	Flash Module