



**NUMBER:** 18-035-14

**GROUP:** Vehicle Performance

**DATE:** July 04, 2014

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**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: Surge, Shudder or Pulsation at Highway Speeds

**OVERVIEW:**

This bulletin involves selectively erasing and reprogramming the Powertrain Control Module (PCM) with new software.

**NOTE: This is an optional software update that should only be used in situations where the customer is specifically complaining of the condition described below.**

**MODELS:**

2012 - 2013	(WK)	Grand Cherokee
2012 - 2013	(WD)	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 or pulsation type sensation when driving on smooth road surfaces at highway speeds of 40-80 mph (64-129 km/h). Some customers may also describe the sensation similar to that of a fish biting on a fishing line.

**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 SB contains the verbiage "REFERENCE SB 18-035-14. THIS FLASH 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/reflashed to the standard version.

If the customer complains of the above condition, perform the Repair Procedure.

**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all engine 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.

**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. Help using the wiTECH Diagnostic Application for flashing control modules is available through the wiTECH Diagnostic Application. For instructions select the "HELP" tab on 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. **After PCM reprogramming, the following must be performed:** 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.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-19-06-9K	Module, Powertrain Control (PCM) - Reprogram (1 - Semi-Skilled)	8 - Engine Performance	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
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