



NUMBER: 08-014-12

GROUP: Electrical

DATE: February 23, 2012

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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 12.02 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

Flash: Clunking Sound From Rear Of Vehicle When Driving Over Rough Road

OVERVIEW:

This bulletin involves flash reprogramming the Active Damping Control Module (ADCM) with new software.

MODELS:

2012 (WK) Grand Cherokee (SRT Only)

NOTE: This bulletin applies to vehicles built before February 17, 2012 (MDH 0217XX) equipped with 6.4L V8 SRT Hemi MDS Engine (sales code ESG) and Active Damping Suspension (sales code SMC).

SYMPTOM/CONDITION:

The customer may complain of a clunking sound coming from the rear end when driving over rough roads or over rumble strips.

DIAGNOSIS:

When the terrain switch is in the 'Auto/Snow' position the ADS system is in soft mode, the noise is the result of the cradle moving through full travel on the mounts and returning to the body stops. This occurs over single large events at low speeds, such as sharp speed bumps. The software update made available with this bulletin places the shocks into a firmer mode for rebound and eliminates this condition.

If the customer describes the symptom, 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. Flash reprogram the ADCM. Help using the wiTECH Diagnostic Application for flashing the ADCM is made 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. 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	Amount
18-19-37-90	Module, Active Damping Control - Reprogram (Skill Level = C; Training Level = 2)	0.2 Hrs.

FAILURE CODE:

FM	Flash Module
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