



NUMBER: 21-017-08 REV. A

GROUP: Transmission

DATE: December 16, 2008

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THIS BULLETIN SUPERSEDES TECHNICAL SERVICE BULLETIN 21-017-08, JUNE 13, 2008, WHICH SHOULD BE REMOVED FROM YOUR FILES. THIS IS A COMPLETE REVISION AND NO ASTERISKS HAVE BEEN USED TO HIGHLIGHT REVISIONS. NEW SOFTWARE HAS BEEN RELEASED FOR 3.8L/4.0L, MANY ADDITIONAL SYMPTOMS AND IS APPLICABLE TO ALL OF THE 2008 MODEL YEAR.

THE StarSCAN® FLASH FILES FOR THIS BULLETIN MUST BE RETRIEVED FROM THE INTERNET.

StarSCAN® SOFTWARE LEVEL MUST BE AT RELEASE 9.03 OR HIGHER.

StarMOBILE DESKTOP CLIENT -OR- StarMOBILE STANDALONE MODE MAY ALSO BE USED TO PERFORM THE FLASH.

SUBJECT:

Flash: 6 Speed Automatic Transmission Shift Improvements

OVERVIEW:

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

MODELS:

2008 (RT) Caravan/Town & Country (Includes International Models)

NOTE: This Bulletin applies to models equipped with a 3.8L/4.0L engine & 62TE automatic transmission (Sales Code EGL/EGQ with DG2).

SYMPTOM/CONDITION:

Some customers may experience transmission shift or performance concerns as follows:

- i. During a rapid coast down while braking a bump may be felt just before a stop
- ii. 3 - 2 kickdown bump or harshness
- iii. 2 - 3 upshift bump or harshness
- iv. 4 - 3 - 4 change mind shift bump
- v. Improved shift quality/driveability through all gear transactions

DIAGNOSIS:

Using a Scan Tool (StarSCAN®) 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.

If the above symptom/condition is experienced or can be verified, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	04275086AB	Label, Authorized Modification

SPECIAL TOOLS / EQUIPMENT REQUIRED:

NPN	Battery Charger
CH9401	StarSCAN® Tool
CH9404D	StarSCAN® Vehicle Cable
CH9409	StarSCAN® Documentation Kit
CH9410	StarSCAN® Ethernet Cable, 12 ft.
CH9412	StarSCAN® Software Update Device Kit
	TechCONNECT PC or equivalent

REPAIR PROCEDURE - USING THE INTERNET TO RETRIEVE THE FLASH FILE:

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

1. Reprogram the PCM with the latest software. Follow the detailed service procedures available in DealerCONNECT/TechCONNECT, Refer To Group 8 - Electrical > Electronic Control Modules - Service Information > Module - Powertrain Control > Standard Procedures > PCM/ECM Programming - Gas. **After PCM reprogramming, the following must be performed:**
 - a. Clear the Variable Line Pressure (VLP) Counters, found in the StarSCAN® Misc Function Menu. VLP Clear Counters must be completed on all models with a 62TE transmission.
 - b. Clear any DTC's that may have been set in other modules due to reprogramming.
 - c. Perform the Quick Learn function, found in the StarSCAN® Misc Function Menu.
2. 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
18-19-06-C8	Module, Engine Controller - Reprogram (B)	0.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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