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GROUP: Electrical

DATE: November 25, 2014

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THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 15.02 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

Flash: Instrument Cluster Shows "Low Battery Voltage" Erroneously

OVERVIEW:

This bulletin involves flashing the Instrument Cluster with a new software.

MODELS:

2014 (KL) Jeep Cherokee (China Vehicles Only)

NOTE: This bulletin applies to vehicles equipped with 2.4L L4 MULTIAIR engine (sales codes ED6) or 3.2L V6 engine (sales codes EHB) with China Equipment Group (Sales code AB7).

SYMPTOM/CONDITION:

The customer may experience "Low Battery Voltage" text message shown erroneously in the EVIC.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no DTC's are set. If DTCs are present record them on the repair order and repair as necessary before proceeding further with this bulletin.

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 charger voltage to climb above 13.5 volts during the flash process.

CAUTION: The Instrument Panel Cluster (IPC) Electronic Control Module (ECU) has a long FLASH reprogramming completion time. Please verify the following on your Personal Computer (PC) before attempting to update this ECU. PC must be running on AC power supply only. PC hard drive must NOT be set to turn off in a period of time. PC must NOT be scheduled to go into sleep or standby mode. PC screen saver must be turned off. PC monitor must NOT be set to turn off in a period of time.

NOTE: Due to the large flash reprogramming file size for the Instrument Panel Cluster (IPC), it is highly recommended that a Wired Ethernet or USB connection be used between the device (micro POD, wiPOD, or StarMOBILE) and the WiTech PC / laptop.

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

1. Check the Software level of the Instrument Panel Cluster (IPC). Is the IPC Software 68105884AX , 56054650AX or 68105887AX?
 - a. Yes >>> Do not proceed forward and contact your Business Center for assistance.
 - b. No >>> Proceed to the Step #2.
2. Reprogram the Instrument Panel Cluster (IPC) with the latest software. Using the wiTECH diagnostic application for flashing an ECM is available by selecting "help" then "help contents" at the top of the wiTECH diagnostic application window.
3. Using wiTECH, perform a BCM, Proxy Configuration Alignment. This routine is available under the 'Vehicle Preparations' tab found on the home page of wiTECH.
4. Turn off the ignition, disconnect the wiTECH, open and close the driver's door and let all modules go to sleep.
5. Reconnect the wiTECH and clear any DTCs that may have been set in other modules due to reprogramming.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-47-9R	Module, Instrument Cluster (IPC) - Inspect Software Level Only (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-47-9T	Module, Instrument Cluster (IPC) - Inspect / Reprogram the IPC (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.0 Hrs.

NOTE: The expected completion time for the flash download portion for the IPC Highline Cluster is 45 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

FM	Flash Module
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