



NUMBER: 08-050-14 REV.A

GROUP: Electrical

DATE: November 25, 2014

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-050-14, DATED May 20, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES UPDATED SYMPTOM/CONDITION LIST.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-042. 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.

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

SUBJECT:

Flash: Instrument Panel Cluster Update For Japan And South Korea

OVERVIEW:

****This bulletin involves flashing the instrument cluster.****

MODELS:

2014 (KL) Jeep Cherokee (Japan And South Korea 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 Japanese Equipment Group (Sales code ABJ) and South Korea Equipment Group (Sales code AB1).**

SYMPTOM/CONDITION:

The customer may experience one or all of the following:

- Korean characters in the instrument cluster for a few seconds when the door is opened and when the engine is turned off. The wrong characters only appear for a few seconds then the cluster displays the correct characters.
- ****“Low Battery Voltage” text message shown erroneously in the EVIC.****

DIAGNOSIS:

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 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. 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.
2. ****Using wiTECH, perform a BCM, Proxy Configuration Alignment. This routine is available under the 'Vehicle Preparations' tab found on the home page of wiTECH.****
3. ****Turn off the ignition, disconnect the wiTECH, open and close the driver's door and let all modules go to sleep.****
4. ****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
18-19-47-9Q	Module, Instrument Panel Cluster (IPC) - Inspect Software Level Only (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-47-9S	Module, Instrument Panel Cluster (IPC) - Reprogram w/ Highline Cluster Sales Code JAJ (1 -Semi Skilled)	6 - Electrical and Body Systems	1.0 Hrs.
18-19-47-9U	Module, Instrument Panel Cluster (IPC) - Reprogram w/ Midline	6 - Electrical and Body Systems	0.2 Hrs.

	Cluster Sales Code JAY (1 -Semi Skilled)		
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NOTE: **The expected completion time for the flash download portion for the IPC Highline Cluster is 45 minutes and for the IPC Midline Cluster is 10 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.**

FAILURE CODE:

FM	Flash Module
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