



**NUMBER:** 08-116-15

**GROUP:** Electrical

**DATE:** November 24, 2015

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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 IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.**

***SUBJECT:***

Cluster Average Energy Trip Reset

***OVERVIEW:***

This bulletin involves updating the Instrument Cluster (IC) software.

***MODELS:***

2015 (FF) Fiat 500e

**NOTE: This bulletin applies to vehicles within the following markets/countries:  
NAFTA.**

**NOTE: This bulletin applies to vehicles equipped with the 83 KW electric motor  
(sales code E99).**

***SYMPTOM/CONDITION:***

The customer may describe the trip average energy resets at approximately 2,600 miles (4,184 km).

***DIAGNOSIS:***

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all engine systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above, 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. Reprogram the IC with the latest available software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the "HELP" tab on the 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 DTCs that may have been set in any modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
3. From the Vehicle View in wiTECH, perform the proxi configuration. Click on the IPC icon >> Misc. Functions >> Proxi Configuration.
4. Turn off the vehicle, open the drivers door and disconnect the scan tool. Close the vehicle doors and let the vehicle go to sleep. Do not open the doors for 7 minutes.
5. Clear any DTCs that may have been set in any modules during proxi configuration. The wiTECH application will automatically present all DTCs after the flash and allow the DTCs to be cleared.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-19-47-H9	Module, Instrument Cluster (IC) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.

**NOTE: The expected completion time for the flash download portion of this procedure is approximately 16 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.**

**FAILURE CODE:**

**The dealer must choose which failure code to use. If the customer came in with an issue and if the dealer finds a software update to correct that issue, use failure code CC, for all other use failure code RF.**

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

CC	Customer Concern
RF	Routine Flash