SERVICE BULLETIN

NUMBER: 08-091-15

GROUP: Electrical

DATE: September 23, 2015

THIS BULLETIN SUPERSEDES TECHNICAL SERVICE BULLETIN 08-076-14 REV. A, DATED OCTOBER 02, 2014 WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS AND INCLUDE UPDATED SYMPTOM/CONDITION(S), REPAIR PROCEDURES AND LABOR OPERATIONS.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-077. 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.

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:
Flash: ECM and IPC Software Enhancements

OVERVIEW:
This bulletin involves upgrading the software in the Engine Control Module (ECM) and if required the Instrument Panel Cluster (IPC).

MODELS:

2014	(KL)	Jeep Cherokee (International Only)

NOTE: **This bulletin applies to vehicles equipped with a 2.0L L4 Turbo Diesel Engine (Sales Code EBT).**

SYMPTOM/CONDITION:
The customer may experience one or all of the following:

- **The “Engine Stop Start Not Available” displayed in the Instrument Cluster after disconnecting the vehicle’s battery.**
- The engine fails to start at the first attempt using the Keyless Ignition Node (KIN) button.
- IPC may display the wrong translations in all languages (APAC Market excluded).
- Confusing the vehicle start logic condition based on the vehicle standing in the Start and Stop mode.
- “Stop/Start Not Ready-Battery Charging” maybe displayed erroneously.
- “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 a customer’s VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describes the symptom/condition, perform the Repair Procedure.

REPAIR PROCEDURE:
1. **Is the customers VIN listed in the VIP or RRT VIN list?
   a. Yes >>> Proceed to **Repair Procedure A** Step #1.
   b. No >>> Proceed to **Repair Procedure B** Step #1.**

****Repair Procedure A:**

1. Follow this procedure for flashing the ECM and IPC to close out the RRT.**

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 (ECM) 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.

2. Due to the long flash time it will be necessary to turn on the hazards.
3. Reprogram the Engine Control Module (ECM) 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.
4. Reprogram the IPC with the latest software.
5. Using wiTECH, perform a BCM, Proxy Configuration Alignment. This routine is available under the 'Vehicle Preparations' tab found on the home page of wiTECH.
6. Turn off the ignition, disconnect the wiTECH, open and close the driver’s door and let all modules go to sleep.
7. Reconnect the wiTECH and clear any DTCs that may have been set in other modules due to reprogramming.

****Repair Procedure B:**

1. Follow this procedure for flashing the ECM on vehicles not included in the RRT.**

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.

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

2. Reprogram the Engine Control Module (ECM) 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. 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
18-19-04-CS	Modules, Engine Control (ECM) Reprogram ECM (1 - Semi-Skilled)	8 - Engine Performance	0.3 Hrs
18-19-04-AS	Modules, Engine Control (ECM) and Instrument Cluster (IPC) - Inspect Software Level Only (1 - Semi-Skilled)	8 - Engine Performance	0.2 Hrs
18-19-04-AU	Modules, Engine Control (ECM) and Instrument Cluster (IPC) - Inspect / Reprogram ECM and IPC (Sales Code JAJ only) (1 - Semi-Skilled)	8 - Engine Performance	1.1 Hrs
18-19-04-AT	Modules, Engine Control (ECM) and Instrument Cluster (IPC) - Inspect / Reprogram ECM and IPC (Sales Code JAY only) (1 - Semi-Skilled)	8 - Engine Performance	0.3 Hrs

NOTE: **The expected completion time for the flash download portion for the PCM software is approximately 5 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.**

NOTE: The expected completion time for the flash download portion the IPC Highline Cluster is 45 minutes and for the IPC Midline Cluster it is 4 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 the dealer found updated software 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, than 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