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GROUP: Electrical

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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:

Incorrect Instrument Cluster Displays

OVERVIEW:

This Bulletin involves updating or replacing the Instrument Panel Cluster (IPC).

MODELS:

2015 (KL) Jeep Cherokee

NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA, APAC, EMEA and LATAM.

NOTE: This bulletin applies to vehicles equipped with a midline or highline IPC (Sales Code JAY or JAJ).

SYMPTOM/CONDITION:

A small number of customers may experience one or more of the following symptoms:

- Wrong language translations discovered
- Street names are being hyphenated incorrectly
- Fuel tank range till empty is to high

The following software enhancements are also included in this software update.

- ECE market tire inflation value removed.

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.

NOTE: If it is determined that the unit needs to be replaced, place you order for parts using the appropriate exchange program.

PARTS REQUIRED:

Qty.	Part No.	Description
1	68241300AC	Instrument Panel Cluster (IPC)

REPAIR PROCEDURE:

#1. Reprogram Instrument Panel Cluster

NOTE: Reprogramming applies to Sales Code JAY Only.

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: 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 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.

#2. Replace Instrument Panel Cluster

NOTE: Reprogramming applies to Sales Code JAJ Only.

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.

Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 08 - Electrical> 8J - Instrument Cluster> Removal

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-47-E9	Module, Instrument Panel Cluster (IPC) - Reprogram w/ Sales Code JAY (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
08-45-10-9C	Cluster, Instrument Panel (IPC) - Replace w/ Sales Code JAJ (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately X 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, 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
ZZ	Service Action