



NUMBER: 08-059-16

GROUP: Electrical

DATE: May 24, 2016

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SUBJECT:

Instrument Cluster Displays English Language When Arabic Is Selected

OVERVIEW:

This bulletin involves updating the Instrument Panel Cluster (IPC) software.

MODELS:

2015 (WK) Jeep Grand Cherokee

**NOTE: This bulletin applies to vehicles within the following markets/countries:
EMEA (Middle East Only).**

NOTE: This bulletin applies to vehicles equipped with Middle East Equipment Group (Sales Code ABD) equipped with Navigation-capable radios (Sales Code RJ3 or RJ4).

NOTE: This bulletin applies to vehicles equipped with premium instrument cluster w/tach (Sales Code JAJ) or vehicles equipped with instrument cluster w/perf display screen (Sales Code JAV).

SYMPTOM/CONDITION:

A small number of customers may experience the cluster displays English when requesting Arabic language is selected through a navigation-capable radio.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all systems are functioning as designed. If Diagnostic Trouble Codes (DTCs) or symptom conditions, are present other than the symptom condition listed above, 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: 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: Please verify that the vehicle battery is in a fully charged state and that a battery charger is connected during the entire flash reprogramming process.

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. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
- 3.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-47-AA	Module, Instrument Panel Cluster (IPC) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	2.0 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 100 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