



NUMBER: 08-066-17

GROUP: 08 - Electrical

DATE: July 22, 2017

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SUBJECT:

Flash: Instrument Panel Cluster (IPC) Enhancement

OVERVIEW:

This bulletin involves updating the IPC with the latest available software.

MODELS:

2014 - 2015 (WD) Dodge Durango

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

NOTE: This bulletin applies to vehicles equipped with Speed Control (Sales Code NHM).

SYMPTOM/CONDITION:

Customers may experience the following:

- When setting the cruise control set-speed, the value shown on the bottom right of the IPC does not match the vehicle speed.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (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: The IPC for 2015 MY Vehicles Only has a long flash reprogramming completion time. Please verify the following on your Personal Computer (PC) before attempting to update this IPC. 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 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.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-47-AS	Cluster, Instrument Panel (IPC) - Reprogram (2014 MY Vehicles Only) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-19-47-AS	Cluster, Instrument Panel (IPC) - Reprogram (2015 MY Vehicles Only) (0 - Introduction)	6 - Electrical and Body Systems	0.7 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 7 to 26 minutes depending on vehicle model year. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

The dealer must use failure code CC with this Service Bulletin.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- When utilizing this failure code the 3C's (customer's concern, cause and correction) must be provided for processing Service Bulletin flash/reprogramming conditions.

CC	Customer Concern
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