



NUMBER: 08-100-17

GROUP: 08 - Electrical

DATE: October 5, 2017

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.

FOR HELP WITH USING wiTECH FOR ECU FLASH REPROGRAMMING, CLICK ON THE APPLICATION'S "HELP" TAB.

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

SUBJECT:

Flash: Instrument Panel Cluster (IPC) Enhancement

OVERVIEW:

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

MODELS:

2017 (RU) Chrysler Pacifica (PHEV)

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

NOTE: This bulletin applies to vehicles equipped with a 7" Full Color TFT Display (Sales Code JAJ) and PHEV Adaptation Components (Sales Code XDQ).

SYMPTOM/CONDITION:

Customers may experience the total "Range" displayed in the cluster is lower during cold ambient temperatures.

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: 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-AV	Cluster, Instrument Panel (IPC), Reprogram (7.0" Color IPC) (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 20 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
----	------------------