



**NUMBER:** 08-135-21

**GROUP:** 08 - Electrical

**DATE:** August 10, 2021

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**This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-114, date of issue August 10, 2021. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RRT will expire 18 months after the date of issue.**

**SUBJECT:**

Instrument Panel Cluster (IPC) Restore to Default for Enabling the Automatic Door Locks When Vehicle is in Motion

**OVERVIEW:**

This bulletin involves performing a routine in the IPC to enable the automatic door locks when vehicle is in forward motion.

**MODELS:**

2021 (WL) Jeep Grand Cherokee

**NOTE: This bulletin applies to vehicles within the following markets/countries: North America, EMEA and APAC.**

**NOTE: This bulletin applies to vehicles built on or before July 7, 2021 (MDH 0707XX).**

**SYMPTOM/CONDITION:**

Customers may comment on one or more of the following:

- Certain speeds, the doors will not automatically lock.
- When the vehicle exceeds 24 km/h (15 mph), the automatic door lock feature is inoperable.

**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, 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 a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. **This RRT only applies to vehicles on the RRT VIN list.**

**REPAIR PROCEDURE:**

**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 process.**

1. Place the ignition in the run position.
2. Using wiTECH, go to Topology, select IPC, and under the Miscellaneous Functions, select the IPC customer reconfiguration to default routine, then follow screen prompts .
3. Place the ignition in the off position, disconnect the wiTECH MicroPod and open and close the driver door. This will allow all modules to go to sleep and should take about one minute.
4. Clear all DTCs that may have been set during routine.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-19-47-CQ	Perform Instrument Panel Cluster (IPC) Routine (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

**FAILURE CODE:**

**The dealer must choose which failure code to use depending on if this is a Rapid Response Transmittal (RRT) or Service Bulletin.**

- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RRT.
- The failure code “RF” (Required Flash) can no longer be used on Service Bulletin flashes. **The “RF” failure code must be used on an RRT.**
- 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 must be supplied.

RF	Required Flash - RRT
CC	Customer Concern