

*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.*

**This bulletin supersedes Technical Service Bulletin (TSB) 08-126-21, date of issue July 30, 2021, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include converting to an RRT, steps and LOP.**

**\*\*This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-116, date of issue August 12, 2021. All applicable Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the Un-Sold vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. This RRT will expire 18 months after the date of issue.\*\***

***SUBJECT:***

Flash: Instrument Panel Cluster (IPC) Updates

***OVERVIEW:***

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

***MODELS:***

2020 - 2021 (BV) Jeep Renegade

**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 after June 01, 2020 (MDH 0601XX) and on or before February 02, 2021 (MDH 0202XX) equipped with Uconnect 4 NAV With 8.4" Display (Sales Codes UGQ, UJQ, UAQ, UCQ, ULQ or UMQ) and Cluster 7.0" TFT Color Display (Sales Code JAL).

***SYMPTOM/CONDITION:***

Customers may comment on the following:

- The Electronic Vehicle Information Center (EVIC) screen goes blank and only displays a green bar at the top at 120 kph (75 mph) (Fig. 1) .



**Fig. 1**  
**Green Bar Appearing**

**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. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.\*\***

**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 flash process.**

**NOTE: If this flash process is interrupted/aborted, the flash should be restarted.**

1. **\*\*Is the vehicle on the RRT VIN list?**
  - YES>>> Proceed to [Step 2](#).
  - NO>>> Proceed to [Step 3](#).
2. Does the IPC have the latest software installed?
  - YES>>> This bulletin has been completed, use inspect LOP (18-19-47-CM) to close the active RRT.
  - NO>>> Proceed to [Step 3](#).**\*\***
3. 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.
4. Disconnect the wiTECH pod.
5. Cycle the ignition 'off' and allow vehicle to go to sleep for two minutes.
6. Reconnect the wiTECH pod.
7. 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-CM       | Module, Instrument Panel Cluster (IPC) - Inspect JAL (Sales Code) (0 - Introduction)               | 6 - Electrical and Body Systems | 0.2 Hrs.* |
| 18-19-47-CN         | Module, Instrument Panel Cluster (IPC) - Inspect and Reprogram JAL (Sales Code) (0 - Introduction) | 6 - Electrical and Body Systems | 1.0 Hrs.  |

**NOTE:** The expected completion time for the flash download portion of this procedure is approximately 48 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 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     |