



NUMBER: 08-143-21

GROUP: 08 - Electrical

DATE: August 26, 2021

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This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-125, date of issue August 26, 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:

Flash: Instrument Panel Cluster (IPC) Updates

OVERVIEW:

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

MODELS:

2021 (JL) Jeep Wrangler

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

NOTE: This bulletin applies to vehicles built on or before August 16, 2021 (MDH 0816XX) equipped with the 2.0L I4 DOHC DI Turbo PHEV Engine (Sales Code ECX) with Cluster 7.0" TFT Color Display (Sales Code JAJ).

SYMPTOM/CONDITION:

Customers may comment on the following:

- Vehicle doesn't switch to EV mode.
- Front passenger seat belt chime may still ding approximately 20 seconds after the belt has been fastened.
- Battery was dead after leaving the vehicle overnight.
- Battery bar gauge graphics indicates an empty charge while showing full charge % and full range.

NOTE: The battery percentage and range are accurate and are not affected by this issue, only the graphical bar is wrong.

- After starting the vehicle or battery replacement incorrect odometer value was displayed.

NOTE: Actual vehicle mileage is still stored in the PCM & RF Hub which can be retrieved for a cluster replacement using wiTECH.

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 4](#).
2. Did the vehicle have the odometer issue with the incorrect display value?
 - YES>>> Replace the IPC under normal repair procedure. Refer to the detailed service procedures available in DealerConnect > Service Library under: Service Info>08 - Electrical / 8J - Instrument Cluster / Removal and Installation, use inspect LOP (18-19-47-CR) to close the active RRT.
 - NO>>> Proceed to [Step 3](#).
3. Does the IPC have the latest software already installed?
 - YES>>> This bulletin has been completed, use inspect LOP (18-19-47-CR) to close the active RRT.
 - NO>>> Proceed to [Step 4](#).
4. 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.
5. Disconnect the wiTECH pod.
6. Cycle the ignition 'off' and allow vehicle to go to sleep for two minutes.
7. Reconnect the wiTECH pod.
8. 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-CR	Module, Instrument Panel Cluster (IPC) - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-47-CS	Module, Instrument Panel Cluster (IPC) - Inspect and Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 22 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