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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 the customer describes the symptom/condition listed above, perform the Repair Procedure.

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. 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. Disconnect the wiTECH pod.
3. Cycle the ignition 'off' and allow vehicle to go to sleep for two minutes.
4. Reconnect the wiTECH pod.
5. 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-CN	Module, Instrument Panel Cluster (IPC) - 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 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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