



## STAR ONLINE PUBLICATION



**Case Number:** S2208000078

**Release Date:** March 2022

**Symptom/Vehicle Issue:** Scan Tool Negative Response 0x13 When Performing Replacement IPC (Instrument Panel Cluster) Function With Scan Tool

**Technician Observation:** Tool responds with a Negative response code 0x13, and the collect data from IPC cluster replace function does not complete.

**Discussion:** Verify no issues with cluster power source(s), ignition, B+, ground or CAN BUS circuits. If the original cluster is still non-responsive, the **“Collect data for IPC to be replaced”** auto function may not complete. Upon replacing the new cluster use the **“Write data to replacement IPC”** manual data entry function to complete the process, See page 2.

**NOTE:** IPC replacement operations will only be successful if all cluster circuit wiring has been tested and the gateway is unlocked.

### Pg 1

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**



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### IPC Replacement

This routine will collect the service information from the faulty IPC and write it to the new replacement IPC.

Cancel

Continue



2020 JEEP COMPASS 2.0L I4 TURBO DIESEL W/ESS

3C4NJDCY9LT232857

1 Alerts

SDW

13.00 Volts



### IPC Replacement

Please select the action to be taken.

- ☐ Collect Data from IPC to be Replaced
- ☐ Write Data to Replacement IPC
- ☐ Exit Routine

Cancel

Continue



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### IPC Replacement

The data you are about to collect will need to be recorded. After the data is collected and displayed, you will have the option to save and email a file containing the data or you may return to view the data. Please insure the faulty IPC is currently plugged into the vehicle before continuing.

Cancel

Continue

Pg 2

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