



**NUMBER:** 08-001-22

**GROUP:** 08 - Electrical

**DATE:** January 6, 2022

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**This bulletin supersedes Technical Service Bulletin (TSB) 08-191-21, date of issue December 23, 2021, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include additional sales codes.**

**This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT)/Rapid Service Update (RSU) 21-187, date of issue December 23, 2021. All applicable Un-Sold RRT/RSU VINs have been loaded. To verify this RRT/RSU service action is applicable to the Un-Sold vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. This RRT/RSU will expire 18 months after the date of issue.**

**SUBJECT:**

Instrument Panel Cluster (IPC) Reset to Default, Italian and Metric

**OVERVIEW:**

This bulletin involves performing a routine in the IPC to prevent the vehicle reverting back to factory default settings.

**MODELS:**

2022 (WS) Grand Wagoneer/Wagoneer

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

**NOTE: This bulletin applies to vehicles built on or before September 24, 2021 (MDH 0924XX) equipped with:**

- **\*\*Uconnect 5 Nav W 10.1" Display (USA) (Sales Code UBN).**
- **Uconnect 5 Nav W 10.1" Display (CAN) (Sales Code UEN).**
- **Uconnect 5 Nav W 10.1" Display (MEX) (Sales Code UFN).**
- **Uconnect 5 Nav W 12.0" Display (MEX) (Sales Code UFQ).**
- **Uconnect 5 Nav W 10.1" Display (ROW+DAB) (Sales Code UUN)\*\*.**
- **Uconnect 5 Nav w 12.0" Display (USA) (Sales Code UBQ).**
- **Uconnect 5 Nav W 12.0" Display (CAN) (Sales Code UEQ).**

**SYMPTOM/CONDITION:**

Customers may comment on one or more of the following:

- Language changes to Italian on ETM and IPC, after a key cycle.
- Tire pressure, temperature, fuel economy revert to metric (US vehicles).
- Doors do not auto-lock with vehicle in motion.

**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/RSU 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 process.**

**NOTE: Vehicle should be on for 50 second, out of ship mode before running wiTECH routine.**

1. Place the ignition in the run position.
2. Using wiTECH, go to Topology, select IPC, and under the Miscellaneous Functions, select the customer programmable feature configuration 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. Turn the ignition back on and verify the settings (metric and US language) are holding.
5. Take the vehicle for a test drive and see if the vehicle's doors auto lock at 24 kph (15 mph).
6. 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-CW	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)/Rapid Service Update (RSU) or Technical 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/RSU.
- The failure code “RF” (Required Flash) can no longer be used on Technical Service Bulletin flashes. **The “RF” failure code must be used on an RRT/RSU.**
- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Technical Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C’s must be supplied.

RF	Required Flash - RRT/RSU
CC	Customer Concern