



NUMBER: 08-074-22

GROUP: 08 - Electrical

DATE: April 2, 2022

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SUBJECT:

Flash: Instrument Panel Cluster Updates

OVERVIEW:

This bulletin involves reprogramming the Instrument Panel Cluster module (IPC) with the latest available software.

MODELS:

2021 (WL) Jeep Grand Cherokee

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

SYMPTOM/CONDITION:

The customer may comment on the following condition:

- Instrument Panel Cluster (IPC) does not go to Full Intensity when Dimmer Switch is in Parade Mode.
- The cluster is improperly displaying a low oil pressure warning light when vehicle is in ignition on with engine off.
- After Remote Start the Speedometer may display 50 MPH even though the vehicle is stationary. The Home Tiles may show green squares instead of current content.
- The map on the Navigation menu may become frozen.
- The IPC may display a blank screen for about 3 seconds.

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. Cycle the ignition off, unplug wiTECH pod and close the doors to let all modules go to sleep. (May take up to two minutes for the IPC to power down).
3. Clear any DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allows them to be cleared.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-47-CZ	Module, Instrument Panel Cluster - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	2.0 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 113 minutes. Actual download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

The dealer must use failure code CC with this Technical Service Bulletin.

- 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 (customer's concern, cause and correction) must be provided for processing Service Bulletin flash/reprogramming conditions.

CC	Customer Concern
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