

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 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 RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

| Description | Ref. No. | Notes |
|----------------------|----------|-------|
| wiTECH or Equivalent | – | – |

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 RSU VIN list?
 - YES>>> Proceed to [Step 2](#).
 - NO>>> Proceed to [Step 3](#).
2. Does the IPC have the latest software already installed?
 - YES>>> This bulletin has been completed, use inspect LOP (18-19-47-DW) to close the active RSU.
 - NO>>> Proceed to [Step 3](#).
3. Key ignition in the Run position.
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. Key ignition in the Off position.
6. Allow the vehicle and modules to go to sleep for 2 minutes.
7. Key ignition in the Run position.
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.

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