

**Technical Service Bulletin (TSB)**  
**Flash: Instrument Panel Cluster (IPC) Updates**

<b>REFERENCE:</b>	<b>TSB:</b> 08-343-25 <b>GROUP:</b> 08 - Electrical	<b>Date:</b>	October 14, 2025	<b>REVISION:</b>	—
<b>VEHICLES AFFECTED:</b>	<p>2025 (DJ) RAM 2500 Pickup                  2025 (D2) RAM 3500 Pickup                  2025 (DP) RAM 4500/5500 Cab Chassis                  2025 (DD) RAM 3500 Cab Chassis                  This bulletin applies to vehicles equipped with the Cluster 7.0" TFT Color Display (Sales Code JAL).</p>	<p><b>MARKET APPLICABILITY:</b></p> <p><input checked="" type="checkbox"/> NA                      <input type="checkbox"/> MEA  <input checked="" type="checkbox"/> SA                        <input checked="" type="checkbox"/> IAP  <input type="checkbox"/> EE                         <input type="checkbox"/> CH</p> <p><b>NOTE:</b> This bulletin applies to North and South America and India &amp; Asia Pacific markets.</p>			
<b>CUSTOMER SYMPTOM:</b>	<p><b>Customers may experience one or more of the following:</b></p> <ul style="list-style-type: none"> <li>• While driving, resetting the Diesel Particulate Filter (DPF) gauge causes the IPC to freeze on that screen. The left-side steering wheel controls (used for navigating the IPC) becomes unresponsive while the right-side controls for cruise control remained functional.</li> <li>• Power Take-Off (PTO) Password feature not able to reset.</li> <li>• The IPC may incorrectly display an airbag warning light.</li> <li>• Opening the driver door while the IPC is in sleep mode may cause the analog gauges to momentarily flutter.</li> <li>• The navigation option does not appear in the main IPC menu. However, it can still be accessed through the Favorites screen. (When cycling through the main menu, option #5 is listed as Audio, but in the Favorites menu, option #5 correctly shows as Navigation).</li> </ul>				
<b>CAUSE:</b>	IPC software				

**REPAIR SUMMARY:**

This bulletin involves updating the IPC with the latest available software.

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-47-EL	Module, Instrument Panel Cluster (IPC) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	1.3 Hrs.
Failure Code	CC	Customer Concern	

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

- If the customer's concern matches the SYMPTOM 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 Technical Service Bulletin flash/reprogramming conditions.

## 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 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. Reprogram the IPC with the latest software. If issues arise when flashing a module using the wiTECH Diagnostic Application, please submit a ticket to the Helpdesk. The helpdesk can be found within the Help menu.
2. Using wiTECH, perform a "PROXI Alignment Procedure". This routine is available under the 'Vehicle Preparations' tab of wiTECH.
3. 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.

**NOTE: For SA market only, after applying this TSB, it is not necessary to send DID-I or DID-A.**

## POLICY:

Reimbursable within the provisions of the warranty.

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