# SERVICE BULLETIN

**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-023-19, DATED MARCH 08, 2019, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH \*\*ASTERISKS\*\* AND INCLUDE CONVERTING TO AN RRT AND LOP.**

**\*\*THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 19-031. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN DEALERCONNECT/SERVICE LIBRARY. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.\*\***

*SUBJECT:*
Flash: Instrument Panel Cluster (IPC) Updates

*OVERVIEW:*
This bulletin involves updating the IPC with the latest available software.

*MODELS:*

| 2019 | (JL) | Jeep Wrangler |
|------|------|---------------|

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

**NOTE: This bulletin applies to vehicles built before March 05, 2019 (MDH 0305XX) equipped with a Cluster 3.5″ TFT B&W Display (Sales Code JAY) or a Cluster 7.0″ TFT Color Display (Sales Code JAJ).**

*SYMPTOM/CONDITION:*
Customers may comment on one or more of the following:

- At start-ups, the cluster may reset continuously and analog gauges temporarily do not function until the vehicle warms up.
- Cluster displays different information for trip A or trip B compared to the prior ignition cycle.

*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 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 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 flash process.**

**NOTE:  If this flash process is interrupted/aborted, the flash should be restarted.**

1. \*\*Does the IPC have the latest software already installed?

    - YES>>> This bulletin has been completed, use inspect LOP (18-19-47-C1) to close the active RRT.
    - NO>>> Proceed to Step 2.\*\*

2. Reprogram the IPC with the latest available software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.

3. Clear any DTCs that may have been set in any modules 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.

*TIME ALLOWANCE:*

| Labor Operation No: | Description | Skill Category | Amount |
|---|---|---|---|
| \*\*18-19-47-C1 | Module, Instrument Panel Cluster (IPC) - Inspect (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs.\*\* |
| 18-19-47-CA | Module, Instrument Panel Cluster (IPC) - Inspect and Reprogram w/ **Sales Code JAY** (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs. |
| 18-19-47-CB | Module, Instrument Panel Cluster (IPC) - Inspect and Reprogram w/ **Sales Code JAJ** (0 - Introduction) | 6 - Electrical and Body Systems | 0.5 Hrs. |

**NOTE:  The expected completion time for the flash download portion of this procedure is approximately 5 minutes for Sales Code JAY and 24 minutes for Sales Code JAJ. Actual flash download times may be affected by vehicle connection and network capabilities.**

*FAILURE CODE:*
**The dealer must use failure code CC with this Service Bulletin.**

- If the customer's concern matches the SYMPTOM/CONDITION identified in the 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 |
|---|---|