STELLANTIS
PARTS & SERVICES

Technical Service Bulletin (TSB)

Flash: Instrument Panel Cluster (IPC) Updates

REFERENCE:	**TSB:** 08-234-24 **GROUP:** 08 - Electrical	**Date:**	November 13, 2024	**REVISION:**	—
VEHICLES AFFECTED:	**2023 (DT) RAM 1500 Pickup**			**MARKET APPLICABILITY:** ☐ NA ☒ MEA ☐ SA ☐ IAP ☐ EE ☐ CH	
CUSTOMER SYMPTOM:	**Customers may comment on the following:** • Arabic text on the IPC is written in reverse order (left to right as opposed to right to left). This creates incomprehensible text on the screen.				
CAUSE:	**IPC software**				

This bulletin is being revised to include an updated TSB number not highlighted by asterisks.

REPAIR SUMMARY:

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

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-47-9Y	Module, Instrument Panel Cluster (IPC) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.5 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 (DTC)s 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. 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.

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.