



NUMBER: 08-029-13

GROUP: Electrical

DATE: April 27, 2013

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 13-029. 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 TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:

UConnect Access Feature Cannot Be Successfully Registered

OVERVIEW:

This Bulletin involves performing a Factory Reset.

MODELS:

2013 (DS) Ram 1500 Pickup

NOTE: This bulletin applies to vehicles built between October 05, 2012 (MDH 1005XX) and February 19, 2013 (MDH 0219XX) sold in the U.S. market and equipped with, Smart Touch 3 AM/FM/SAT/BT/Voice (sales code RA3) or Smart Touch 3 AM/FM/SAT/BT/Voice Nav (sales code RA4).

SYMPTOM/CONDITION:

The customer cannot successfully register for Uconnect Access. When they attempt to register, the radio will step through the entire process up until the point at which an e-mail is sent out. The system errors and is then not capable of sending out an E-mail to the registering customer. Without receiving this E-mail, the customer cannot complete the registration process.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no radio DTC's are set. If DTCs are present record them 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. For all other customers that describe the symptom/condition, perform the Repair Procedure.

REPAIR PROCEDURE:

NOTE: This process will erase all phone pairings, phone favorites, channel presets, store navigation address destinations and clock settings.

**NOTE: The vehicle must be located in an area where a cellular signal is available.
The amount of time that the applications take to load will vary depending on the signal strength.**

1. In order to successfully perform the reset, the vehicle must be receiving a 3G cellular signal greater than 1 bar. The Apps Icon located in the lower right corner of the display will indicate the signal strength ([Fig. 1](#))



Fig. 1 App Icon with Cell Bar Indicator

1 - Need more than one bar for proper reset.

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2. Enter the Reset Menu by pressing and holding the up and down HVAC temperature control buttons simultaneously for 5 seconds. On dual zone systems press and hold the driver's side control buttons ([Fig. 2](#))



Fig. 2 Entering Reset Mode

1 - Press Up/Down Temp Controls Simultaneously for 5 Seconds

3. Scroll down until “Reset to Factory Defaults” is displayed (Fig 3) and press Reset to Factory Defaults(Fig. 3)

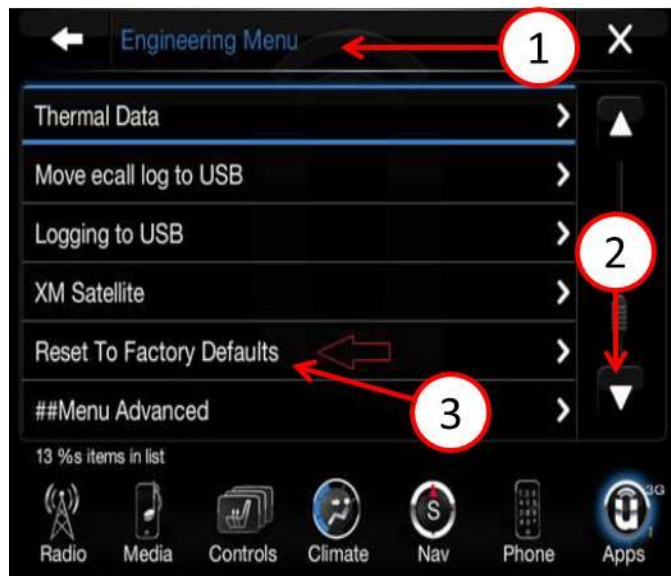


Fig. 3 Engineering Menu

1 - Reset Menu

2 - Scroll Down to Reset Factory Defaults

3 - Factory Reset Selection

- The following Pop Up will appear, select “Yes” and wait approximately 30 seconds for the radio to reset (Fig. 4).



Fig. 4 Factory Reset

1 - Select Yes to Reset Radio

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- The radio will reboot and initialize by itself in approximately 2 minutes.

NOTE: The vehicle will now have to go through 2 complete ignition cycles.

- Once the radio has powered back up, cycle the ignition off. To ensure that CAN bus has gone to sleep, wait until the USB/SD card slot LED ring goes dark. Then start the vehicle again and complete the 2nd ignition cycles.
- After the 2nd ignition cycle has been completed, turn the vehicle back on.
- When the radio restarts, press the Apps button and the following screen messages will be seen that confirms the unit has successfully been restored and the applications are loading (Fig. 5).



Fig. 5 Applications loading

1 - Loading, Starting and Ready

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- 9. To ensure the accurate time is displayed the clock should be synced with the GPS network. Go to Settings > Clock > Select Sync Time. This is only required one time after the reset process is performed.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
18-60-02-9D	Radio - Reset, (0 - Introduction)	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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