



**NUMBER:** 08-060-13

**GROUP:** Electrical

**DATE:** August 08, 2013

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 13-057. 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:**

Backup Camera Display Screen Is Blank

**OVERVIEW:**

This bulletin involves installing a jumper harness.

**MODELS:**

- 2013 (DD) Ram 3500 Cab Chassis
- 2013 (DP) 4500/5500 Cab Chassis

**NOTE:** This bulletin applies to vehicles built on or before May 10, 2013 (MDH 0510XX) equipped with ParkView (TM) Rear Back-up Camera (sales code XAC).

**SYMPTOM/CONDITION:**

A customer may experience when in reverse the screen for the back-up camera is blank. On further inspection no DTC's will be found.

**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available. If Audio DTC's 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.

**PARTS REQUIRED:**

Qty.	Part No.	Description
(1)	68233059AA	RA2, RA3 or RA4 radios
(1)	68233057AA	RA1 radios

**REPAIR PROCEDURE:**

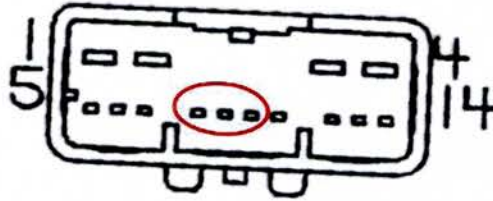
1. Is the vehicle equipped With an RA1 radio?
  - a. No >>> Proceed to [Step #20](#)
  - b. Yes >>> Proceed to [Step #2](#)
2. To gain access to the connectors and wire harness the knee bolster, cluster, radio, glove box and right side Instrument panel end cap needs to be removed.
3. Remove knee bolster per TechConnect, 23 - Body / Instrument Panel / COVER, Steering Column Opening/Removal.
4. Remove the cluster per TechConnect, 08 - Electrical/8J - Instrument Cluster/Removal.
5. Remove the radio per TechConnect, 08 - Electrical/8A - Audio/Video/Entertainment/Connectivity/RADIO/Removal.
6. Remove the glove box per TechConnect, 23 - Body/Instrument Panel/GLOVE BOX, Instrument Panel/Removal.
7. Use a trim stick to remove the IP end cap.
8. Locate gray connector I 340, through the opening of the right side of dash, see ([Fig. 1](#)).



**Fig. 1 Location of connector I 340**

1 - Disconnect connector and pull out for easy access.

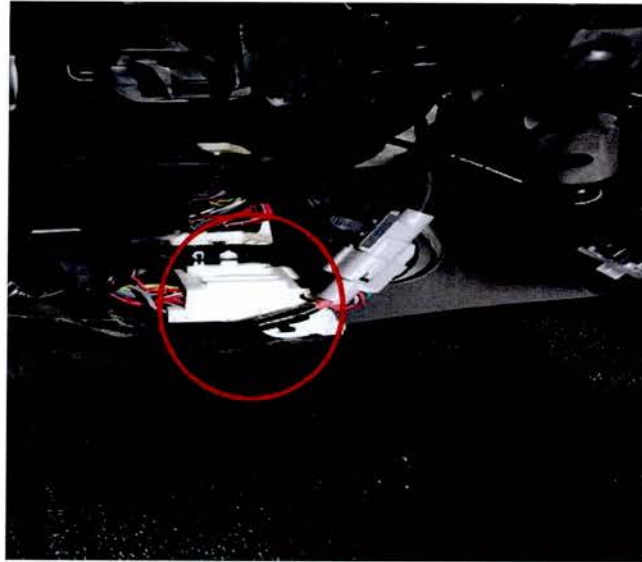
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9. Remove one circuit at a time from connector I 340 and note how the terminal was position in the connector. Install the same color wire from the jumper harness in that cavity, make sure the terminal is installed in the same direction ([Fig. 2](#)).



**Fig. 2 Connector I 340**

- 1 - DG/BR wire is put into cavity 8
- 2 - DG/OR wire is put into cavity 9
- 3 - SI/Ground wire is put into cavity 10

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10. Remove and install the other 2 circuits in the same manner as step 9. Make sure all terminals are locked in place.
  11. Cut and tape back the old circuits that were removed from the connector.
  12. Run jumper harness along the IP wire harness going to connector I 315, white connector is located next to the part brake pedal, see (Fig. 3).

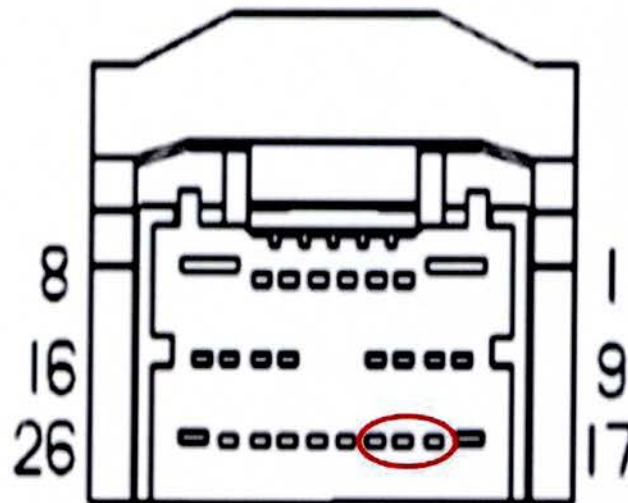


**Fig. 3 Location of connector I 315**

1 - Location of connector I 315, just left of park brake pedal.

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13. Install the terminals into the correct cavity of connector I 315, see (Fig. 4)

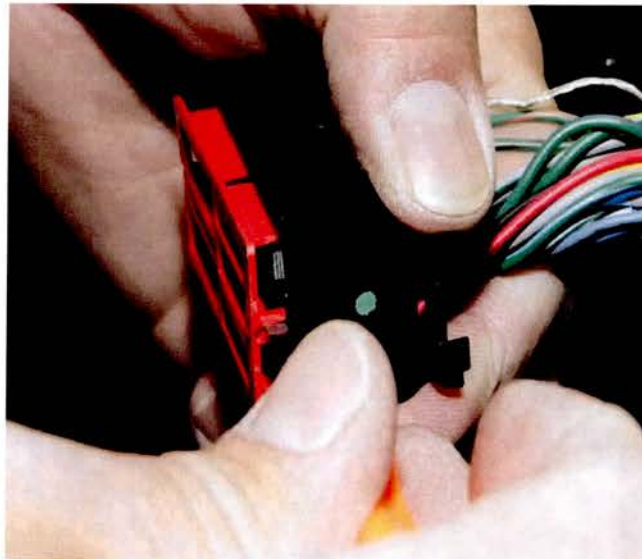


**Fig. 4 Connector I 315**

- 1 - DG/BR wire is put into cavity 18
  - 2 - DG/OR wire is put into cavity 19
  - 3 - SI/Ground wire is put into cavity 20
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**CAUTION: Make sure the jumper harness is routed properly and zip tied to the main IP jumper harness.**

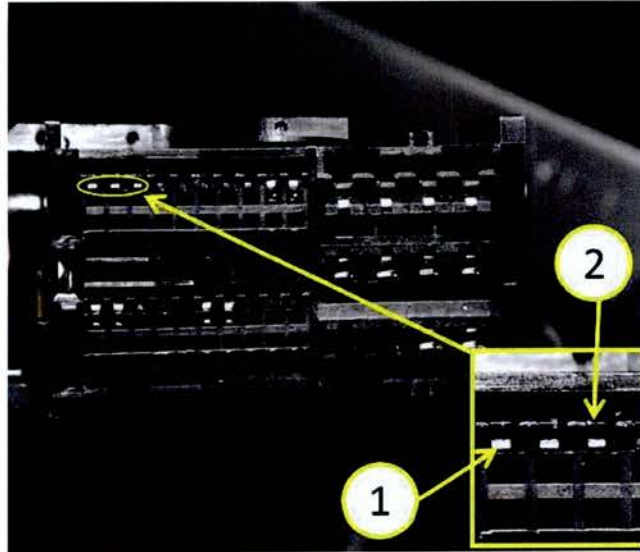
14. Once the harness is routed properly and secured, the vehicle can be reassembled.
15. Install IP end cap.
16. Install the Glove box per TechConnect, 23 - Body/Instrument Panel/GLOVE BOX, Instrument Panel/Installation.
17. Install the Radio per TechConnect, 08 - Electrical/8A - Audio/Video/Entertainment/Connectivity/RADIO/Installation.
18. Install the Cluster per TechConnect, 08 - Electrical/8J - Instrument Cluster/Installation.
19. Install the Knee bolster per TechConnect, 23 - Body / Instrument Panel / COVER, Steering Column Opening/Installation.
20. To gain access to the connectors and wire harness the Knee bolster, Cluster, radio needs to be removed.
21. Remove Knee bolster per TechConnect, 23 - Body / Instrument Panel / COVER, Steering Column Opening/Removal.
22. Remove the Cluster per TechConnect, 08 - Electrical/8J - Instrument Cluster/Removal.
23. Remove the Radio per TechConnect, 08 - Electrical/8A - Audio/Video/Entertainment/Connectivity/RADIO/Removal.
24. Remove red lock bar from the black radio connector C2784, see (Fig. 5)



**Fig. 5 Red lock bar**

1 - Pry up on red lock bar to gain access to terminals

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25. Remove terminal from the connector by lifting up on the black lock tab, see(Fig. 6)



**Fig. 6 Connector D 2784**

- 1 - Terminal in cavity number 31.
- 2 - Lift up on black lock tab to release terminal number 33.

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26. Remove one circuit at a time from connector D 2784 and note how the terminal was position in the connector. Install the same color wire from the jumper harness in that cavity, make sure the terminal is installed in the same direction

**NOTE: Terminal in cavity number 31 is a DG/BR wire, 32 DG/OR wire and 33 has a SI/Ground wire.**

- 27. Remove and install the other 2 circuits in the same manner as step 26. Make sure all terminals are locked in place.
- 28. Cut and tape back the old circuits that were removed from the connector.
- 29. Once all of the terminals are put into the proper location and locked in place, reinstall the red lock bar.
- 30. Run jumper harness along the IP wire harness going to connector I 315, white connector is located next to the part brake pedal, see (Fig. 3)
- 31. Install the terminals into the correct cavity of connector I 315, see (Fig. 4)

**CAUTION: Make sure the jumper harness is routed properly and zip tied to the main IP jumper harness.**

- 32. Once the harness is routed properly and secured, the vehicle can be reassembled.
- 33. Install the Radio per TechConnect, 08 - Electrical/8A - Audio/Video/Entertainment/Connectivity/RADIO/Installation.
- 34. Install the Cluster per TechConnect, 08 - Electrical/8J - Instrument Cluster/Installation.
- 35. Install the Knee bolster per TechConnect, 23 - Body / Instrument Panel / COVER, Steering Column Opening/Installation.
- 36. Service bulletin has been completed.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
08-90-90-91	Wiring Harness, Backup Camera - Install with RA1 radios (2 - Skilled)	6 - Electrical and Body Systems	1.1 Hrs.
08-90-90-92	Wiring Harness, Backup Camera - Install with RA2, 3 or 4 radios (2 - Skilled)	6 - Electrical and Body Systems	1.1 Hrs

**FAILURE CODE:**

ZZ	Service Action
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