CHRYSLER
DODGE
Jeep
RAM
mopar

SERVICE BULLETIN

NUMBER: 08-027-13

GROUP: Electrical

DATE: April 06, 2013

HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING AN AMPLIFIER IS AVAILABLE BY SELECTING "HELP" THEN "HELP CONTENTS" AT THE TOP OF THE wiTECH DIAGNOSTIC APPLICATION WINDOW.

THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 13.03 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:
Flash: Memory Seat Module Message, Memory Recall Not Available

OVERVIEW:
This Bulletin involves updating the Memory Seat Module (MSM) software.

MODELS:

2013	(DX)	Ram truck (Mexico only)
2013	(DS)	Ram 1500 Pickup
2013	(DP)	Ram 4500/5500 Cab Chassis
2013	(DJ)	Ram 2500 Pickup
2013	(DD)	Ram 3500 Cab Chassis
2013	(D2)	Ram 3500 Pickup

NOTE: This bulletin applies to vehicles built before March 23, 2013 (MDH 0323XX) equipped with Radio/Drv/Seat/Mirrors/Pedal Memory (sales code LEV) or Radio/Driver Seat/Mirror Memory (sales code LEL).

SYMPTOM/CONDITION:
A customer may experience an Intermittent message "Memory recall not available" without pressing the memory seat button. On further inspection the technician will not find any DTC. After updating the software in the MSM the only time your will see "Memory recall not availably-Vehicle not in park" is when the vehicle is out of park and the Memory seat button is pressed.

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no MSM 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 the customer describes the symptom, perform the Repair Procedure.

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. Flash reprogram the Cluster. Help using the wiTECH Diagnostic Application for flashing the control modules is made available through the wiTECH Diagnostic Application. For instructions select the "HELP" tab on upper portion of the wiTECH window, then "HELP CONTENTS". This will open the Welcome to wiTECH Help screen where help topics can be selected.

NOTE: Using the wiTech go to the MSM miscellaneous functions and perform the standardization routine.

2. Clear any DTC's that may have been set in other modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow the tech to clear them.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
18-19-47-93	Module, Instrument Cluster (IC), Reprogram, (1 - Semi-Skilled)	0.2 Hrs.

FAILURE CODE:

FM	Flash Module