



NUMBER: 08-037-13 REV. A

GROUP: Electrical

DATE: July 27, 2013

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-037-13, DATED May 17, 2013, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES CHANGING THE SERVICE TO AN RRT STATUS.**

****THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 13-050. 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**.**

HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING AN ECU 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 13.04 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

Flash: Door Unlock Enhancement

OVERVIEW:

This bulletin involves reprogramming the Radio Frequency Hub (RF-Hub) with updated software.

MODELS:

2013 (DS) Ram 1500 Pickup

NOTE: This bulletin applies to vehicles equipped with Remote Proximity Keyless Entry (sales code GXD) built before April 05, 2013 (MDH 0405XX).

SYMPTOM/CONDITION:

The customer may experience that their door does not unlock the first time they touch the Passive Entry switch on the door handle. This switch is under a membrane behind the door handle for unlock.

NOTE: There is a switch on the front of the door handle for locking. The other switch on the back side of the door handle (under the membrane) is for unlocking. If the customer touches BOTH switches at the same time when trying to unlock the doors nothing may happen, this is normal.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, If RF-Hub Diagnostic Trouble Codes (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**.**

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. Use the wiTECH Diagnostic Application to reflash the RF-Hub. Help using the wiTECH Diagnostic Application for flashing the RF-Hub 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.
2. Clear any DTC's that may have been set in all 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	Skill Category	Amount
18-19-12-92	Module, Radio Frequency (RF-Hub) Reprogram (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

FM	Flash Module
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