SERVICE BULLETIN

NUMBER: 08-053-13

GROUP: Electrical

DATE: September 24, 2013

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 13-069. 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.

THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 14.01 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:
Standard Metric Personalization Feature Missing

OVERVIEW:
This Bulletin involves reconfiguring the vehicle for the proper operation of the Personalization feature.

MODELS:

2013	(DS)	Ram 1500 Pickup
2013	(DX)	Ram Truck (Mexico)

NOTE: This bulletin applies to vehicles built on or before March 22, 2013 (MDH 0322XX) equipped with 3.6 engines (sales code ERB) and Instrument Cluster W/Display Screen (sales code JAT).

SYMPTOM/CONDITION:
The customer may notice the feature to change Standard/Metric is missing in the Electronic Vehicle Information Center (EVIC).

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no 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:

CAUTION: Before performing this procedure, record the engine hour run time on the repair order. After this procedure is done the hours will be reset to 0 hours. Some fleets/customers use this for their maintenance schedule. Make sure the customer is aware of how many hours they had before the cluster was reset.

NOTE: If this flash process is interrupted, aborted or failed the flash should be restarted.

1. Using wiTECH, reconfigure the vehicle. This routine is available under the 'Diagnostic Procedures' tab found on the home, 'Vehicle View', page of wiTECH.
2. Using wiTECH , select the CCN/IPC ECU icon on the topology screen, under the flash tab find the initialization routine (part number "SB-08-053-13") to reset the cluster.

NOTE: This is not a flash, but rather a routine that is "packaged" as a flash file so it can be run from the flash application. Running this routine will not update the module software and the module part number will not change.

3. Perform the initialization.
4. Using wiTECH clear any DTCs which may have been set during the reconfiguration.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-02-9V	Module, Body Control (BCM) Reconfigure Vehicle - Powernet (CCN-IPC Initializaion Routine) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

FM	Flash Module