



**NUMBER:** 08-074-13

**GROUP:** Electrical

**DATE:** September 19, 2013

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 13-068. 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:**

RA2 RA3 RA4 Radio Personalization Features Missing

**OVERVIEW:**

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

**MODELS:**

2014	(DS)	Ram 1500 Pickup
2014	(DX)	Ram Truck (Mexico)

**NOTE: This bulletin applies to vehicles built on or after July 01, 2013 (MDH 0701XX) on or before July 25, 2013 (MDH 0725XX) equipped with one of the following radios.**

- Uconnect 5.0 AM/FM/BT (sales code RA2)
- Uconnect 8.4A AM/FM/BT/ACCESS (sales code RA3)
- Uconnect 8.4AN AM/FM/BT/ACCESS/NAV (sales code RA4)

**SYMPTOM/CONDITION:**

The customer may notice the Hill assist feature and Metric/Standard display menu are missing. Also the active grid lines in the rear view camera display are missing.

**DIAGNOSIS:**

Using a Scan Tool (wiTECH™) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no DTC's are set. If 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:**

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 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
18-19-02-9W	Moduel, Body Control (BCM) Reconfigure Vehicle - Powernet ( 1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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