

NUMBER: 08-075-13

GROUP: Electrical

DATE: September 26, 2013

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SUBJECT:

Radio Locks Up Intermittently On Rough Roads

OVERVIEW:

This bulletin involves removing a burr from the integrated center stack bezel.

MODELS:

2013 - 2014	(DS)	1500 Pickup
2013 - 2014	(DJ)	2500 Pickup
2013 - 2014	(D2)	3500 Pickup
2013 - 2014	(DD)	3500 Cab Chassis
2013 - 2014	(DP)	4500/5500 Cab Chassis
2013 - 2014	(DX)	Truck (Mexico)

NOTE: This bulletin applies to vehicles built on or after June 25, 2013 (MDH 0625XX) and on or before August 12, 2013 (MDH 0812XX) equipped with 8.4" TOUCH SCREEN DISPLAY (sales code RFL) and Air Conditioning (sales code HAA) or AIR COND ATC W/DUAL ZONE CONTROL (sales code HAF).

SYMPTOM/CONDITION:

A customer may experience the radio and touchscreen will lock up intermittently, most often while driving on rough roads. No DTC's will be found.

DIAGNOSIS:

If the customer describes the symptom, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Remove the instrument panel center bezel. Refer to the detailed repair procedures available in: DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Instrument Panel> BEZEL, Instrument Panel, Center> Removal.
2. In location shown, inspect for a plastic injection molding flash bump on the backside of the integrated center stack bezel which may contact the touch screen when installed (Fig. 1).

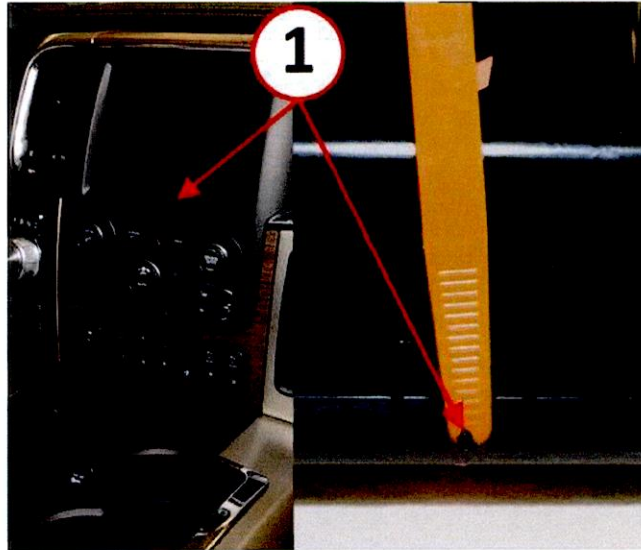


Fig. 1 Injection Molding Bump Location

1 - Plastic Injection Molding Flash Bump

3. Using an appropriate tool, remove the injection molding flash bump on the backside of the integrated center stack bezel to insure a flush surface (Fig. 2).

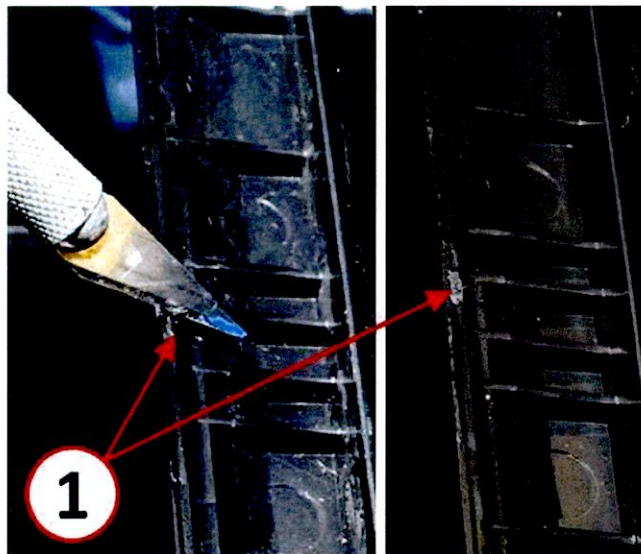


Fig. 2 Injection Molding Bump Removal

1 - Plastic Injection Molding Flash Bump

4. Install the instrument panel center bezel. Refer to the detailed repair procedures available in: DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Instrument Panel> BEZEL, Instrument Panel, Center> Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-60-02-D4	Modify Integrated Center Stack Bezel (2 - Skilled)	6 - Electrical and Body Systems	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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