THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 13-084. 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 14.01 OR HIGHER TO PERFORM THIS PROCEDURE.

### SUBJECT:
Flash: Cluster Defaults To German

### OVERVIEW:
This bulletin updates the instrument cluster (IPC) software.

### MODELS:

| | | |
|---|---|---|
| 2013- 2014 | DS | RAM 1500 PICKUP (International Only) |
| 2013- 2014 | (D2) | RAM 3500 PICKUP (International Only) |
| 2013- 2014 | (DJ) | RAM 2500 PICKUP (International Only) |

**NOTE: This Service Bulletin applies to vehicles built on or before September 01, 2013 (MDH 0901XX).**

### SYMPTOM/CONDITION:
The Radio and the Hands Free Module spontaneously switches to German

### DIAGNOSIS:
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. Reprogram the instrument cluster with the latest software. Follow the detailed service procedures available in DealerCONNECT/TECHCONNECT, Refer To 08 - Electrical > 8E - Electrical/Electronic Control Modules > Standard Procedure - Module Programming.
2. **After instrument cluster reprogramming,** 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 | Skill Category | Amount |
|---|---|---|---|
| 18-19- 47- 97 | Module, Instrument Panel Cluster (IPC) - Reprogram Module (1-Semi-Skilled) | 6 - ELECTRICAL AND BODY SYSTEMS | 0.2 Hrs. |

*FAILURE CODE:*

| FM | Flash Module |
|---|---|