



NUMBER: 08-019-13

GROUP: Electrical

DATE: March 22, 2013

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL 13-019 ALL APPLICABLE SOLD AND UN-SOLD VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS 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.

SUBJECT:

Cluster Displays Are Incorrect

OVERVIEW:

This Bulletin involves replacing the Instrument Panel Cluster (IPC).

MODELS:

2013 (DS) Ram 1500 Pickup (Canadian only)

NOTE: This bulletin applies to vehicles built between August 20, 2012 (MDH 0820XX) and September 12, 2012 (MDH 0912XX).

SYMPTOM/CONDITION:

A customer may experience the cluster displays are incorrect. Replacement of the cluster will correct this condition.

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.

PARTS REQUIRED:

| Qty. | Part No. | Description |
|--------|------------|-------------|
| 1 (AR) | 56046541AF | Cluster |

NOTE: The replacement cluster will be ordered through the exchange center, new cluster will be sent back to the dealer. The exchange center has a list of the VIN numbers for this RRT. When ordering the cluster put the RRT number under comments.

REPAIR PROCEDURE:

1. Replace the cluster, follow the procedure in TechCONNECT08 - Electrical/8J - Instrument Cluster/Removal/Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Amount |
|----------------------------|--|---------------|
| 08-45-10-94 | Module, Instrument Panel Cluster (IPC), Replace (0 - Introduction) | 0.3 Hrs. |

FAILURE CODE:

| | |
|----|----------------|
| ZZ | Service Action |
|----|----------------|