



NUMBER: 08-006-14

GROUP: Electrical

DATE: January 18, 2014

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-004. 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:

Mirrors Will Not Adjust Correctly When In The Trailer Tow Position

OVERVIEW:

This Bulletin involves reconfiguring the vehicle for proper operation of the Trailer Tow Mirrors.

MODELS:

2014	(DJ)	Ram 2500 Pickup
2014	(D2)	Ram 2300 Pickup

NOTE: This bulletin applies to vehicles built on or after October 10, 2013 (MDH 1010XX) on or before November 02, 2013 (MDH 1102XX) equipped with Power Black Trailer Tow Mirror W/Mem (sales code GPK).

SYMPTOM/CONDITION:

The customer may experience when the mirrors are fully open to the trailer tow (up-right) position and tries to adjust the horizontal/vertical position, the mirrors will move backward to the switch input. The mirrors will move correctly when in the normal (down) position.

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-A9	Module, Body Control (BCM) Reconfigure Vehicle (1- Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

NOTE: The expected completion time for the reconfiguration download portion of this procedure is approximately 1 minutes. Actual download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

ZZ	Service Action
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