



**NUMBER:** 18-039-14

**GROUP:** Vehicle Performance

**DATE:** July 19, 2014

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-055. 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.**

***SUBJECT:***

PTO Feature Function Improvement

***OVERVIEW:***

Customers are not able to select Power Take Off (PTO) functionality because the option selection menu is missing from the Commercial menu (EVIC selection). This bulletin involves reconfiguring the vehicle.

***MODELS:***

2014                      DD/DP                      Ram Cab Chassis (3500/4500/5500)

**NOTE: This bulletin applies to DD/DP Ram Trucks equipped with a 6.7L Cummins diesel engine (sales code ETK) equipped with Power Take Off (PTO) (sales codes LBN or LBV).**

***SYMPTOM/CONDITION(S):***

Some customers may not be able to properly control PTO functionality because the option is missing from the EVIC selection menu.

***DIAGNOSIS:***

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair.

***REPAIR PROCEDURE:***

**NOTE: Any optional or aftermarket selected options or configurations will need to be reset manually by the dealer technician after the reconfiguration is complete.**

**NOTE: In the following procedure, a configuration report is required in the event the reconfigure does not complete properly, a list of configured items is retained for future reference.**

1. Open the hood and connect a battery charger.
2. Turn ignition to On position.
3. Connect and start the WiTech scantool.
4. From Vehicle View (Topology) screen, select "Run/View Reports" from the Reports menu option located near the top of the screen.
5. Generate and save a Configuration Report to your desktop. This is required to ensure configuration can be duplicated if an error occurs.
6. From Vehicle View (Topology) screen, select BCM. Then select Misc. Functions.
7. Select Vehicle Reconfiguration.
8. When the reconfiguration is completed, the ignition key must be cycled from the "On" position for five seconds to the "Off" position (per on-screen instructions) for one minute and then back on for five seconds.
9. When the key cycle is completed, perform another key cycle; turn the key from the "On" position for five seconds to the "Off" position for one minute and then back on for five seconds.
10. Start the engine and check for any pending, stored or active faults. Clear any faults that may have occurred.

**NOTE: Any optional or aftermarket selected options or configurations will need to be reset manually by the dealer technician after the reconfiguration is complete.**

11. The Commercial Menu will now be available in the EVIC for customers to adjust preferences. Repair complete.

***POLICY:***

Reimbursable within the provisions of the warranty.

***TIME ALLOWANCE:***

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
18-19-02-R9	Vehicle, Reconfigure (1 - Semi Skilled)	6D - ELECTRICAL	0.2 Hrs.

***FAILURE CODE:***

ZZ	Service Action
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