



**NUMBER:** 08-096-14

**GROUP:** Electrical

**DATE:** November 12, 2014

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**THE wiTECH SOFTWARE MUST BE AT RELEASE 15.02 OR HIGHER TO PERFORM THIS PROCEDURE.**

**SUBJECT:**

Uconnect Access Buttons On The Rear View Mirror Are Inoperative

**OVERVIEW:**

This bulletin involves reconfiguring the vehicle for proper Uconnect Access operation.

**MODELS:**

2015	(DS)	1500 Pickup (U.S. Market Only)
2015	(DJ)	2500 Pickup (U.S. Market Only)
2015	(D2)	3500 Pickup (U.S. Market Only)
2015	(DD)	3500 Cab Chassis (U.S. Market Only)
2015	(DP)	4500/5500 Cab Chassis (U.S. Market Only)

**NOTE:** This bulletin applies to vehicles built on or before September 18, 2014 (MDH 0918XX) and equipped with Uconnect Access (sales code RS7) and WITHOUT Auto High Beam Headlamp Control (sales code LMS).

**NOTE:** Vehicles equipped with the Uconnect Access system can be identified by two buttons on the inside rear view mirror identified as ASSIST and 9-1-1.

**SYMPTOM/CONDITION:**

The customer may notice that the Uconnect Access feature is inoperative. Pressing either button (Assist or 9-1-1) on the rear view mirror will not activate that feature.

**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no DTCs are set. If DTCs are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

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

**NOTE: The customer must have an active subscription To Uconnect Access for this feature to operate. Detailed Instructions for subscribing, along with other information related to Uconnect Access can be found on [www.driveuconnect.com](http://www.driveuconnect.com) or within the Uconnect owner manual.**

**REPAIR PROCEDURE:**

1. Using wiTECH reconfigure the vehicle. This routine is available under the 'Diagnostic Procedures' tab found on the home page of wiTECH, select Restore Vehicle Configuration.
2. Turn off the vehicle, unplug the wiTech and open and close the drives door. Let all module go to sleep, this should take about a minute.
3. Reconnect wiTECH and 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-V9	Module, Body Control (BCM) Reconfigure Vehicle - Powernet (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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