SERVICE BULLETIN

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-057-13, DATED JULY 30, 2013, WHICH SHOULD BE REMOVED FROM YOUR FILES. THIS IS A COMPLETE REVISION AND NO ASTERISKS HAVE BEEN USED TO HIGHLIGHT REVISIONS.

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 13-052. 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 A ECU IS AVAILABLE BY SELECTING "HELP" THEN "HELP CONTENTS" AT THE TOP OF THE wiTECH DIAGNOSTIC APPLICATION WINDOW.

THE wiTECH SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.

SUBJECT:
Vehicle System Interface Module Unresponsive

OVERVIEW:
This bulletin involves reprogramming the Vehicle System Interface Module (VSIM) with the latest available software.

MODELS:

2013 - 2015	(DD)	Ram 3500 Cab Chassis
2014 - 2015	(DS)	Ram 1500 Pickup
2013 - 2015	(DJ)	Ram 2500 Pickup
2013 - 2015	(D2)	Ram 3500 pickup
2013 - 2015	(DP)	Ram 4500/5500 Cab Chassis

NOTE: This bulletin applies to vehicles equipped with a Upfitter Electronic Module (Sales Code XXS).

SYMPTOM/CONDITION:
Customers may notice uplift components connected to the VSIM inoperative at times. This is caused by a condition where as the VSIM locks up and becomes unresponsive. No DTCs will be reported for loss of communication between the VSIM and Central Body Controller (CBC). This can be corrected by updating the VSIM with the latest available software.

SYMPTOM ONLY FOR 2013 DD AND DP with Power Take Off Prep (Sales Code LBN)
Customers may experience after 30 minutes of operation the PTO may shut off. The PTO will start working again after the ignition is cycled.

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all systems are functioning as designed. If DTCs or symptom conditions, are present other than the symptom condition listed above, record the issues 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 listed above, 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. If the flash cannot be restarted because the module is now in a non-responsive state then the module may need to be replaced. This is not a service tool issue.

1. Use wiTECH to check if the VSIM is active on the Bus.
2. Is the VSIM active on the Bus?
    a. Yes >>> Proceed to Step #8.
    b. No >>> Proceed to Step #3.
3. Lower the VSIM and disconnect the connector to reset the module.
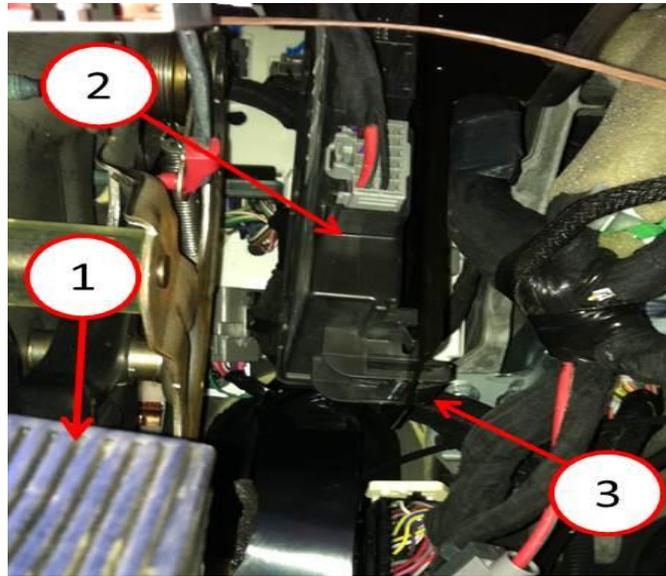4. The VSIM is located under the dash next to the park brake pedal, see (Fig. 1).

Fig. 1 Location Of VSIM and Release Tab

1 - Park Brake Pedal

2 - VSIM

3 - Module Release Tab

5. Press up on the module release tab and lower the VSIM. Disconnect the VSIM connector for 30 seconds.
6. Reconnect the VSIM and return it to the mounting bracket.
7. Is the VSIM active on the Bus?
   a. Yes >>> Proceed to Step #8.
   b. No >>> This bulletin does not apply. Perform diagnostic for No Response From VSIM.
8. Reprogram the VSIM with the latest available software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the "HELP" tab on the upper portion of the wiTECH window, then "HELP CONTENTS." This will open the Welcome to wiTECH Help screen where help topics can be selected.
9. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-19-91	Module, Vehicle System Interface (VSIM) - Reprogram (0 - Introduction)	08 - Electrical and Body Systems	0.2 Hrs.

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

FAILURE CODE:
The dealer must choose which failure code to use. If the customer came in with an issue and the dealer found updated software to correct that issue, use failure code CC, for all other use failure code RF.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

CC	Customer Concern
RF	Routine Flash