



NUMBER: 08-017-16

GROUP: Electrical

DATE: February 16, 2016

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-015-14 REV. A, DATED OCTOBER 31, 2014, 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) 14-090. 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 AN 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:

Incorrect Instrument Cluster Displays

OVERVIEW:

This bulletin involves updating or replacing the Instrument Panel Cluster (IPC).

MODELS:

2013	(DS)	Ram 1500 Pickup
2013	(DJ)	Ram 2500 Pickup
2013	(D2)	Ram 3500 Pickup
2013	(DD)	Ram 3500 Cab Chassis
2013	(DP)	Ram 4500/5500 Cab Chassis
2013	(DX)	Ram 1500 Pickup

SYMPTOM/CONDITION:

A customer may describe any one of the following conditions:

- Cruise set speed shows the incorrect units after cycling the ignition (3.5" Monochromatic IPC).
- Loss of odometer line after Parking Assist screens or other events (3.5" Monochromatic IPC).
- Odometer "tenths" position does not increment correctly (7.0" Color IPC).
- Trailer Trip and Trailer Brake Gain menus appear when not equipped with this feature (7.0" Color IPC).
- PTO Menu appears on manual transmission equipped vehicle (3.5" and 7.0" IPC).
- Some of the text in the cluster for the Diesel Exhaust Fluid (DEF) reminder is overlapping.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify that no DTCs are present. If DTCs 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.

Determine what type of IPC the vehicle is equipped with.

3.5" Monochromatic IPC

Fig. 1 Three Inch Monochromatic Display

7.0" Color IPC



Fig. 2 Seven Inch Color Display

Which IPC does this vehicle have?

- a. 3.5" Monochromatic Display (Figure 1) >>> Proceed to [Step #1](#) of Repair Procedure **#1 Reprogram IPC.**
- b. 7.0" Color Display (Figure 2) >>> Proceed to [Step #1](#) of Repair Procedure **#2 Replace IPC.**

NOTE: If it is determined that the unit needs to be replaced, place you order for parts using the appropriate exchange program.

PARTS REQUIRED:

Qty.	Part No.	Description
1	05091294AG	Instrument Panel Cluster
1	05091293AG	Instrument Panel Cluster
1	56046545AI	Instrument Panel Cluster
1	56046542AI	Instrument Panel Cluster
1	56046548AH	Instrument Panel Cluster
1	56046550AH	Instrument Panel Cluster
1	05091820AB	Instrument Panel Cluster
1	05091835AB	Instrument Panel Cluster
1	05091818AB	Instrument Panel Cluster
1	05091819AB	Instrument Panel Cluster
1	56046547AI	Instrument Panel Cluster
1	56046549AI	Instrument Panel Cluster
1	56046548AI	Instrument Panel Cluster
1	56046550AI	Instrument Panel Cluster

REPAIR PROCEDURE:

#1. Reprogram IPC

NOTE: Reprogramming applies to 3.5” Monochromatic IPC Only.

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.

1. Does the IPC have the latest software installed?
 - a. YES>>> This bulletin has been completed, use LOP 18-19-47-M9 to close the active RRT.
 - b. NO>>> Update the IPC software, proceed to [Step #2](#).
2. Using wiTECH navigate to the IPC>>>ECU Data. Write the current software level down and using the chart below identify which column “Software Version” it belongs to.

	Software Version	Software Version	Software Version	Software Version	Software Version
	12.41.00	12.50.00	13.07.00	13.16.00	13.43.00
3.5” Mono-chromatic Display	05091353AD	05091353AE	05091353AF	05091353AG	05091353AH
	05091354AD	05091354AE	05091354AF	05091354AG	05091354AH
	56046540AF	56046540AG	56046540AH	56046540AI	56046540AJ
	56046546AF	56046546AG	56046546AH	56046546AK	56046546AL
	56046728AE	56046728AF	56046728AG	56046728AH	56046728AI
	56046727AE	56046727AF	56046727AG	56046727AH	56046727AI
	05091292AD	05091292AE	05091292AF	05091292AG	05091292AH
	05091291AD	05091291AE	05091291AF	05091291AG	05091291AH

3. Using the table below determine what column the “Software Version” belongs to.
 - a. Software version A — Proceed to [Step #4](#).
 - b. Software version B — Proceed to [Step #5](#).

A	B
12.41.00	13.16.00
12.50.00	13.43.00
13.07.00	X

4. Reprogram the IPC with the latest software and initialize it.
 - a. 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.
 - b. Connect the wiTECH and go into the Misc-Function under IPC tab.
 - c. Perform the Misc-Function named “Initialize Cluster Configuration w/o Odometer Affect” to reset the cluster.
 - d. Clear any DTCs that may have been set in all modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared. **The bulletin has now been completed.**
5. Only reprogram the IPC w/o initializing it.
 - a. 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.
 - b. Clear any DTCs that may have been set in all modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared. **The bulletin has now been completed.**

#2. Replace IPC

NOTE: Replacement applies to 7.0” Color IPC Only.

1. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 08-Electrical > 8J-Instrument Cluster > Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-47-M9	Cluster, Instrument Panel (IPC), Inspect Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs
18-19-47-N9	Cluster, Instrument Panel (IPC), Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs
08-45-10-9G	Cluster, Instrument Panel (IPC), Replace (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs

NOTE: The expected completion time for the flash download portion of this procedure is approximately 3 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

ZZ	Service Action
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