



NUMBER: 08-099-19

GROUP: 08 - Electrical

DATE: October 11, 2019

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This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 19-075, dated October 11, 2019. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

SUBJECT:

Splash Screen Displays Incorrect Logo In The Electronic Vehicle Information Center (EVIC)

OVERVIEW:

This bulletin involves a vehicle reconfiguration for proper operation of the Instrument Cluster display.

MODELS:

2020 (DT) RAM 1500 Pickup

NOTE: This bulletin applies to vehicles within the following markets/countries: North America.

NOTE: This bulletin applies to vehicles equipped with the Lone Star Badge (Sales Code MYG) and built on or after April 24, 2019 (MDH 0424XX) and on or before September 04, 2019 (MDH 0904XX).

SYMPTOM/CONDITION:

The customer may notice:

- When the vehicle is first started, Laramie is displayed in the cluster, when Lone Star should be displayed. (Fig. 1) .



Fig. 1
Cluster Splash Screen Logos

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.

REPAIR PROCEDURE:

1. Start the vehicle and see which logo is displayed in the center of the cluster.
2. Was the Lone Star logo displayed (Fig. 1) ?
 - YES>>> This bulletin has been completed, use inspect LOP (18-19-02-EN) to close the active RRT.
 - NO>>> Proceed to [Step 3](#).
3. Using wiTECH, reconfigure the vehicle. This routine is available under the 'Guided Diagnostic' tab found on the home, 'Vehicle View', page of wiTECH.
4. Using wiTECH clear any DTCs which may have been set during the reconfiguration.
5. Disconnect the scan tool, turn off the ignition, open and close the drivers door. Let all modules go to sleep, this may take a minute. Start the vehicle and see if the proper logo is displayed.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-02-EN	Module, Body Control (BCM) - Inspect Only (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-02-EP	Module, Body Control (BCM) - Inspect and Restore Vehicle Configuration (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

The dealer must choose which failure code to use depending on if this is a Rapid Response Transmittal (RRT) or Service Bulletin.

- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RRT.
- The failure code “RF” (Required Flash) can no longer be used on Service Bulletin flashes. **The “RF” failure code must be used on an RRT.**
- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C’s must be supplied.

RF	Required Flash - RRT
CC	Customer Concern