



NUMBER: 08-199-22

GROUP: 08 - Electrical

DATE: October 28, 2022

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SUBJECT:

Incorrect Telematics Box Module (TBM)

OVERVIEW:

This bulletin involves replacing the TBM.

MODELS:

2022

(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 Global Telematics Box Module (Sales Code RDG).

SYMPTOM/CONDITION:

Customers may experience the following:

- Connectivity features are lost, such as remote operation, Ecall or vehicle finder is inoperable.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

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

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68541933AD	Telematic Box Module

REPAIR PROCEDURE:

NOTE: The replacement TBM does not need to be programmed for this Repair Procedure.

1. Verify the TBM part number.
2. Is the TBM part number 68541933AA?
 - YES>>> Proceed to [Step 3](#).
 - NO>>> This bulletin does not apply. Further diagnosis should be performed.
3. Replace the TBM. Refer to the detailed service procedures available in DealerCONNECT>Service Library> under 08 - Electrical / 8E - Electronic Control Modules / Module, Global Telematics Box / Removal and Installation.
4. Using wiTECH, clear any DTCs which may have been set during the Repair Procedure.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-20-37-90	Module, Telematics Box (TBM2) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.9 Hrs.

FAILURE CODE:

ZZ	Service Action
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