

REFERENCE:	TSB: 08-051-23 GROUP 08 - Electrical	Date:	February 15, 2023	REVISION:	-
VEHICLES AFFECTED:	2023 (DT) RAM 1500 Pickup This bulletin applies to vehicles built on or after October 27, 2022 (MDH 1027XX) and built on or before December 08, 2022 (MDH 1208XX) and equipped with one of the following radios: <ul style="list-style-type: none"> • Uconnect 5 NAV W 8.4" Display (Sales Codes UBL or UEL). • Uconnect 5 NAV W 12" Display (Sales Codes UBQ, UEQ, UFQ or UPQ). 			MARKET APPLICABILITY:	
				<input checked="" type="checkbox"/> NA	<input checked="" type="checkbox"/> MEA
				<input checked="" type="checkbox"/> SA	<input checked="" type="checkbox"/> IAP
				<input checked="" type="checkbox"/> EE	<input type="checkbox"/> CH
CUSTOMER SYMPTOM:	The customer may describe the following: <ul style="list-style-type: none"> • Menu button on steering wheel control will activate Voice Recognition on the Head Unit (12" Cluster Vehicles Only). • Suspension menu tile will be missing from vehicle settings list. • Power side-step setting is missing from "Safety & Driver Assistance" list. 				
CAUSE:	Incorrect audio configuration				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-042, date of issue February 15, 2023. All applicable Un-Sold RSU VINs have been loaded. To verify this RSU service action is applicable to the Un-Sold vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. This RSU will expire 18 months after the date of issue.

REPAIR SUMMARY:

This bulletin involves performing a wiTECH routine.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-03-A7	Radio, Configuration Routine, Inspect only (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-03-A8	Radio, Configuration Routine, Inspect and Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
Failure code	RF	Required Flash - RSU	
	CC	Customer Concern	

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

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

REPAIR PROCEDURE:

- Using wiTECH, select “R1H Radio Config Check/Update”, located in “Guided Diagnostics”. Follow screen prompts to complete this routine.

NOTE: The scan tool will only display the “R1H Radio Config Check/Update” routine, if the vehicle needs it (Fig. 1) .

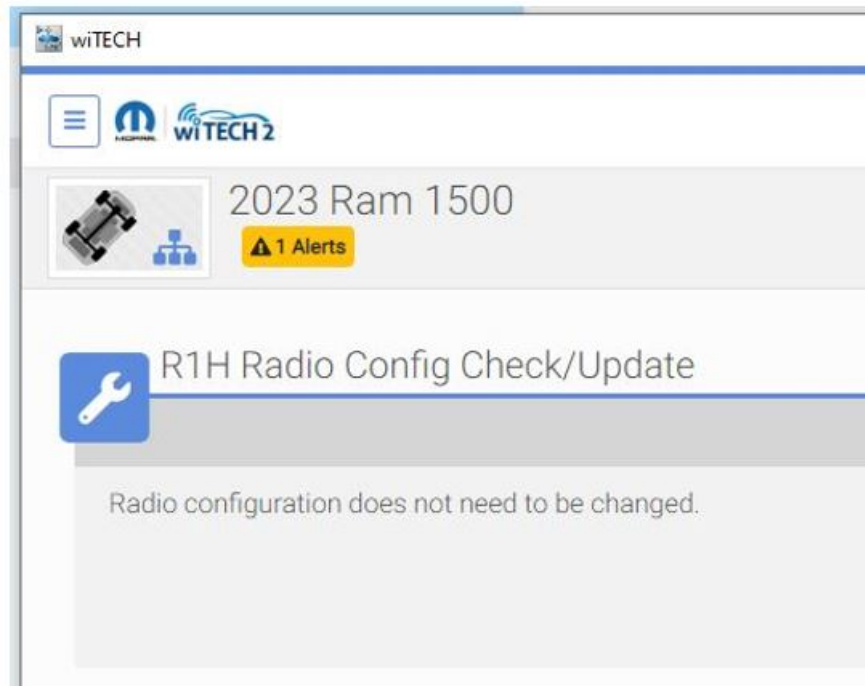


Fig. 1
Audio Configuration is NOT needed

- Is the audio configuration needed?
 - YES>>> Press “Continue” to complete the configuration then proceed to [Step 3](#).
 - NO>>> Proceed to [Step 6](#).
- Verify the steering wheel controls are working properly and the missing menu selections are now available.
- Clear all DTCs that may have been set when performing this routine.
- This bulletin has been completed. Use Inspect and Reprogram LOP (18-60-03-A8).
- Is the vehicle included in the RSU VIN list?
 - YES>>> This bulletin has been completed. Use inspection LOP (18-60-03-A7) to close the active RSU.
 - NO>>> This bulletin does not pertain. Normal diagnostic should be performed.

POLICY:

Reimbursable within the provisions of the warranty.

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