

<b>REFERENCE:</b>	<b>TSB:</b> 08-155-23 <b>GROUP</b> 08 - Electrical	<b>Date:</b>	June 29, 2023	<b>REVISION:</b>	-
<b>VEHICLES AFFECTED:</b>	2023 (DJ) RAM 2500 Pickup 2023 (D2) RAM 3500 Pickup 2023 (DP) RAM 4500/5500 Cab Chassis 2023 (DD) RAM 3500 Cab Chassis This bulletin applies to vehicles built on or after December 20, 2022 (MDH 1220XX) and on or before May 27, 2023 (MDH 0527XX) equipped with the Cluster 12" TFT Color Display (Sales Code JAN).	<b>MARKET APPLICABILITY:</b>			
<b>CUSTOMER SYMPTOM:</b>	The customer may experience one or more of the following: <ul style="list-style-type: none"> <li>Steering Wheel EVIC Switch used to Navigate Cluster Menu is Inoperative.</li> <li>No Illumination.</li> <li>No Response to button press.</li> </ul>				
<b>CAUSE:</b>	Power reset needed.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-195, date of issue June 29, 2023. All applicable RSU VINs have been loaded. To verify this RSU 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. This RSU will expire 18 months after the date of issue.

**REPAIR SUMMARY:**

This bulletin involves performing a power reset to activate/awaken the EVIC buttons.

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
08-45-07-96	Switch, EVIC - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
08-45-07-97	Switch EVIC - Inspect and Perform Power Reset (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
Failure code	ZZ	Service Action	

**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 any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

Test the EVIC Buttons:

1. Vehicle should be in customer mode.
2. Put Ignition into the RUN position, do not start.
3. Turn headlamp dimmer to full.
4. Using headlamp dimming wheel increase brightness so radio and cluster are visible.
5. On steering wheel LH switch, press menu button (Fig. 1) , verify the cluster home screen is shown (Fig. 2) .
6. At menu home. press RH/LH arrows and confirm the cluster responds and moves to different tiles (Fig. 1) .
7. Vehicles that do not have a response to a menu button press or arrow press (Fig. 1) . Proceed to [Step 1](#) of the Repair Procedure.



Fig. 1  
Arrow and Menu Buttons

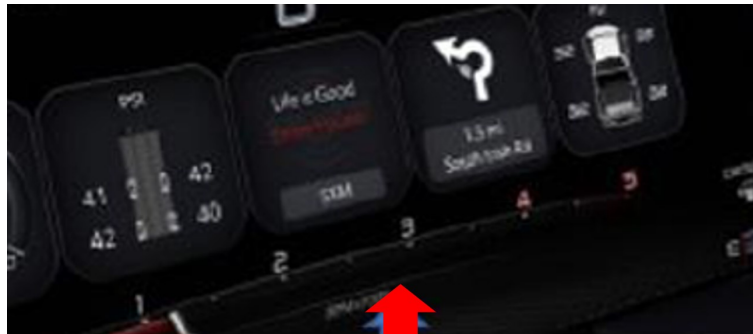


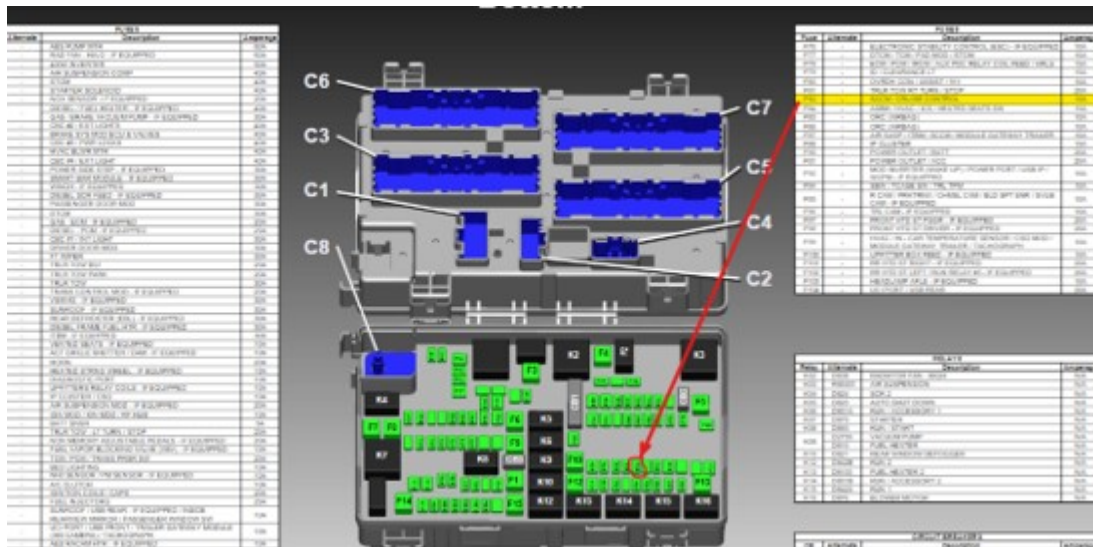
Fig. 2  
Cluster Response Menu Home

8. Vehicles that respond to a menu button press or arrow press, use inspect LOP (08-45-07-96) to close the active RSU.

**REPAIR PROCEDURE:**

**NOTE:** Before repair, the vehicle must be taken out of ignition RUN position and put in the OFF position.

1. Pull fuse #F82 (10 amp red) (SCCM / Cruise Control) (Fig. 3) , wait five minutes, reinstall fuse.



**Fig. 3  
#F82 Fuse Location**

2. Retest steps from [Step 1](#) of the Inspection Procedure to verify EVIC switch proper function.
3. Does the switch function properly?
  - YES >>> This bulletin has been completed.
  - NO >>> Further normal diagnosis will be necessary.
4. Return dimmer wheel to low.

**POLICY:**

Reimbursable within the provisions of the warranty.

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