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|---------------------------|---|--------------|-----------------|--|-----------|
| REFERENCE: | TSB: 08-186-23 REV. A GROUP 08 - Electrical | Date: | August 16, 2023 | REVISION: | 08-186-23 |
| VEHICLES AFFECTED: | **2023 (DT) RAM 1500 Pickup This bulletin applies to vehicles built on and after January 01, 2023 (MDH 0101XX) and on and before July 31, 2023 (MDH 0731XX) equipped with Brazil - Connectivity (Sales Code RTP).** 2023 (DS) RAM 1500 Pickup 2023 (DJ) RAM 2500 Pickup 2023 (D2) RAM 3500 Pickup This bulletin applies to vehicles built on and after February 04, 2023 (MDH 0204XX) and on and before July 05, 2023 (MDH 0705XX) equipped with Brazil - Connectivity (Sales Code RTP). | | | MARKET APPLICABILITY: <input type="checkbox"/> NA <input type="checkbox"/> MEA <input checked="" type="checkbox"/> SA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH | |
| CUSTOMER SYMPTOM: | Customers may experience the following: <ul style="list-style-type: none"> • Wi-Fi Hotspot does not work. | | | | |
| CAUSE: | Sales Code missed | | | | |

This bulletin supersedes Technical Service Bulletin (TSB) 08-186-23, date of issue August 01, 2023, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include additional model.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-230, date of issue August 01, 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 proxi/proxy alignment.

CLAIMS DATA:

| Labor Operation No: | Labor Description | Skill Category | Labor Time |
|---------------------|--|---------------------------------|------------|
| 18-19-02-HR | Wi-Fi Hotspot - Inspect (0 - Introduction) | 6 - Electrical and Body Systems | 0.1 Hrs. |
| 18-19-02-HS | Wi-Fi Hotspot - Inspect and Perform a Proxy Alignment (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 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 a symptom/condition perform the Inspection procedure.

1. Validate that the vehicle has a problem by trying to check the Wi-Fi option: (Fig. 1) , (Fig. 2) .



Fig. 1
Wi-Fi Off

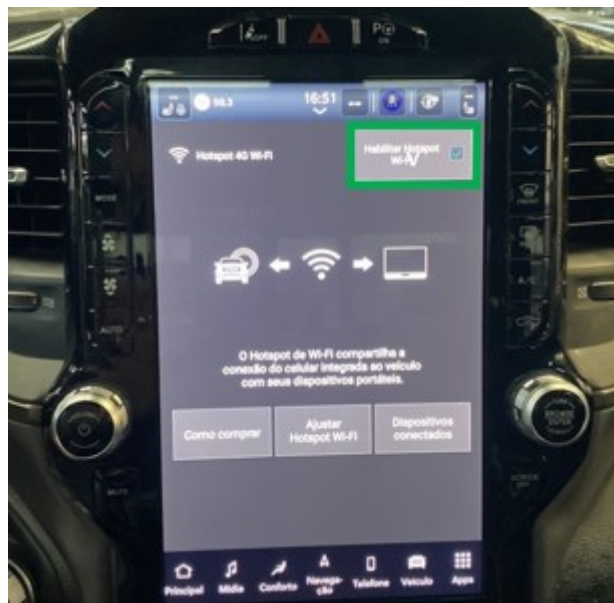


Fig. 2
Wi-Fi On

2. Does the Wi-Fi turn on?

- YES>>> This bulletin is complete. Use Inspect LOP (18-19-02-HR) to close this active RSU.
- NO>>> Proceed to [Step 1](#) of the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

| Description | Ref. No. | Notes |
|----------------------|----------|-------|
| wiTECH or Equivalent | — | — |

REPAIR PROCEDURE:

1. Using wiTECH, restore vehicle configuration. This routine is available under the 'Guided Diagnostics' tab found on the home, 'Vehicle View' page of wiTECH (Fig. 3) .



Fig. 3
Restore Vehicle Configuration

2. Perform a full key off sleep cycle. Turn the ignition off, disconnect the scan tool from the vehicle and close all doors. Wait two minutes.
3. Connect wiTECH and clear any DTCs which may have been set during the reconfiguration procedure.
4. After configuration is updated, confirm Wi-Fi operates as normal.

POLICY:

Reimbursable within the provisions of the warranty.

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