

REFERENCE:	TSB: 08-211-23 GROUP 08 - Electrical	Date:	August 31, 2023	REVISION:	
VEHICLES AFFECTED:	2023 (VF) Ram Promaster This bulletin applies to vehicles built before October 05, 2022 (MDH 1005XX) equipped with Factory Activation/Rear Speaker Wiring (Sales Code XAS).	MARKET APPLICABILITY:			
		<input checked="" type="checkbox"/> NA		<input type="checkbox"/> MEA	
		<input 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"> Customer installed rear speakers do not work. 				
CAUSE:	Incorrect Vehicle Configuration.				

REPAIR SUMMARY:

This bulletin involves performing a restore vehicle configuration procedure.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-02-HT	Restore Vehicle Configuration (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 the symptom listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

REPAIR PROCEDURE:

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the proxy configuration process.

1. Using wiTECH, restore vehicle configuration. This routine is available under the 'Guided Diagnostics' tab found on the home, 'Vehicle View' page of wiTECH.
2. Perform vehicle bus system sleep session. Turn off the vehicle, unplug the wiTECH and open and close the driver door. Let all modules go to sleep (this should take approximately one minute).
3. Reconnect wiTECH and clear any DTCs which may have been set during the reconfiguration procedure
4. Clear all DTCs that may have been set in any module due to reconfigure. The wiTECH application will automatically present all DTCs and allow them to be cleared

POLICY:

Reimbursable within the provisions of the warranty.

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