STELLANTIS
PARTS & SERVICES

Technical Service Bulletin (TSB)
Wi-Fi Hotspot Unavailable

REFERENCE:	**TSB:** 08-186-23 **GROUP** 08 - Electrical	Date:	August 1, 2023	REVISION:	–

VEHICLES AFFECTED:	**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:** ☐NA　☐MEA ☒SA　☐IAP ☐EE　☐CH
CUSTOMER SYMPTOM:	**Customers may experience the following:** • Wi-Fi Hotspot does not work.	
CAUSE:	**Sales Code missed**	

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) .
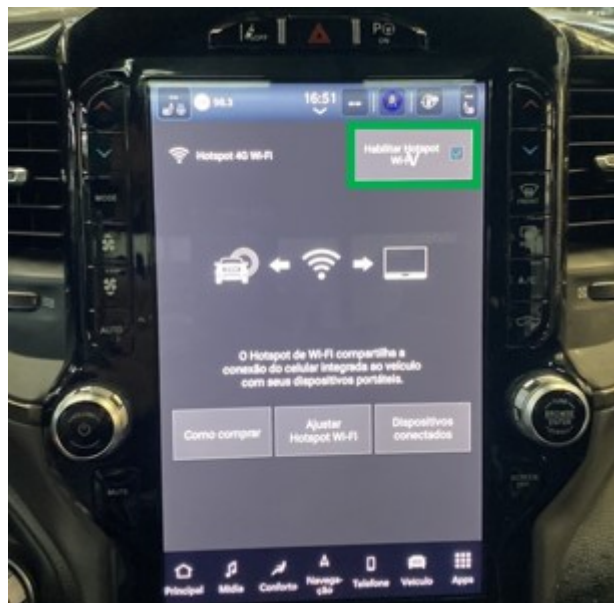

Fig. 1
Wi-Fi Off

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.