

REFERENCE:	TSB: 08-215-23 GROUP: 08 - Electrical	Date:	September 8, 2023	REVISION:	–
VEHICLES AFFECTED:	2023 (DJ) RAM 2500 Pickup This bulletin applies to vehicles built on and after May 22, 2023 (MDH 0522XX) and on and before May 28, 2023 (MDH 0528XX) equipped with Uconnect 5 Nav w/ 12.0" Display (Sales Code UPQ).			MARKET APPLICABILITY: <input type="checkbox"/> NA <input checked="" type="checkbox"/> MEA <input checked="" type="checkbox"/> SA <input checked="" type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH	
CUSTOMER SYMPTOM:	The customer may experience the following: <ul style="list-style-type: none"> Hissing/water sprinkler/salt shaker noise coming from front/rear speakers. Heard when radio is on and no media is playing, or volume high/low with media playing. 				
CAUSE:	Radio/Amplifier calibration.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-258, date of issue September 08, 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 routine in the radio to reduce unwanted speaker noise.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-02-BJ	Perform Entertainment Telematic Module (ETM) Routine (0 - Introduction)	6 - Electrical and Body Systems	0.2 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 a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. This RSU only applies to vehicles on the RSU VIN list.

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 flash process.

1. Place the ignition in the run position/engine off.
2. Using wiTECH, go to Topology, select Entertainment Telematic Module (ETM), and under the Miscellaneous Functions, select the “R1H Radio Internal Amplifier Calibration” routine, then follow screen prompts.
3. Place the ignition in the off position, disconnect the wiTECH and open and close the driver door. This will allow all modules to go to sleep and should take about one minute.
4. Clear all DTCs that may have been set during routine.

POLICY:

Reimbursable within the provisions of the warranty.

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