

Technical Service Bulletin (TSB)
Flash: Memory Seat Module (MSM) Updates

REFERENCE:	TSB: 08-141-24 GROUP: 08 - Electrical	Date:	June 18, 2024	REVISION:	—
VEHICLES AFFECTED:	2023 (DJ) RAM 2500 Pickup 2023 (D2) RAM 3500 Pickup 2023 (DD) RAM 3500 Cab Chassis 2023 (DP) RAM 4500/5500 Cab Chassis This bulletin applies to vehicles equipped with Seat Parts Module (Sales Code X8Z) and Radio/Drv Seat/Mirrors/Pedals Memory (Sales Code LEV) and/or Power Telescoping Mirrors (Sales Code LF4).			MARKET APPLICABILITY: <div><input type="checkbox"/> NA<input type="checkbox"/> MEA</div> <div><input type="checkbox"/> SA<input type="checkbox"/> IAP</div> <div><input type="checkbox"/> EE<input type="checkbox"/> CH</div>	
CUSTOMER SYMPTOM:	Customers may experience the following: <ul style="list-style-type: none">Telescoping Mirrors are inoperative.				
CAUSE:	MSM software				

REPAIR SUMMARY:

This bulletin involves reprogramming the MSM with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-52-33-9F	Module, Memory Seat Module (MSM) - Reprogram (0 - Introduction)	8 - Electrical	0.3 Hrs.
Failure Code	CC	Customer Concern	

The dealer must use failure code CC with this Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Technical Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.

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 any of the symptoms 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 flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Reprogram the MSM with the latest available software. If issues arise when flashing a module using the wiTECH Diagnostic Application, please submit a ticket to the Helpdesk. The helpdesk can be found within the Help menu.
2. Using wiTECH, perform the "proxi configuration alignment" routine located in the "Diagnostic Procedures" tab found on the "Vehicle View" page.
3. Navigate to the "Misc Functions" tab in MSM. Select and perform the "Calibration/Standardization" routine.
4. Perform seat calibration on both sides by using the seat switch to move the seat all the way to the rear and then all they way forward.
5. Clear any DTCs that may have been set in any modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
6. Set and save a memory seat position. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 08 - Electrical / 8E - Electronic Control Modules / Module, Memory Seat (MSM) / Description and Operation.
7. Cycle the ignition and confirm that the memory seat recall feature operates and sets to the desired seat position.

POLICY:

Reimbursable within the provisions of the warranty.

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