

Technical Service Bulletin (TSB) Wrong Instrument Panel Cluster (IPC) Configuration

REFERENCE:	TSB: 08-328-26 GROUP: 08 - Electrical	Date:	September 3, 2026	REVISION:	—
VEHICLES AFFECTED:	2026 (DT) RAM 1500 Pickup This bulletin applies to vehicles built on or after September 24, 2025 (MDH 0924XX) and on or before September 25, 2025 (MDH 0925XX) equipped with a Cluster 7.0" TFT Color Display (Sales Code JAL) or a Cluster 3.5" TFT Color Display (Sales Code JAK).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH NOTE: This bulletin applies to North America markets.	
CUSTOMER SYMPTOM:	Customers may comment on one or more the following: - Oil pressure gauge and battery life gauges are blank or missing from the IPC Fig. 1. - The Trailer Brake radial slider movement will not move past one bar and is inaccurate Fig. 2. NOTE: The Trailer Brake percentage does display correctly.				
CAUSE:	IPC configuration				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 26-164, date of issue September 03, 2026. 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.



Fig. 1
Missing/Blank IPC Information

- 1 - Missing IPC Cluster Screen Option Selections
- 2 - Missing Oil Temperature Gauge
- 3 - Missing Battery Gauge

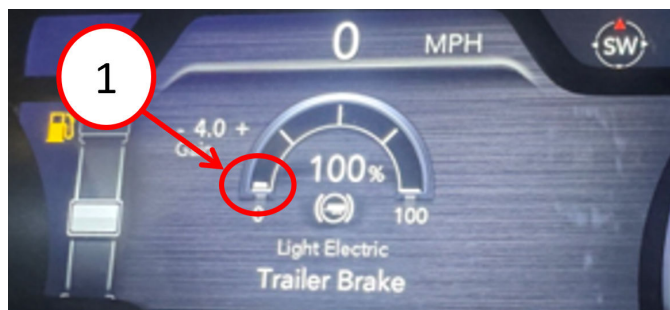


Fig. 2
Trailer Brake IPC Gauge

1 - Trailer Brake Radial Slider Will Not Move Further Than This (Percentage Is Displaying Correctly)

REPAIR SUMMARY:

This bulletin involves performing a reconfigure and Proxi alignment on the IPC.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-02-JV	Module, Body Control (BCM) - Perform Restore Vehicle Configuration and PROXI Configuration Alignment Procedures (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
Failure Code	ZY	Customer Concern	

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.

This RSU only applies to vehicles on the RSU VIN list.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	—	—

REPAIR PROCEDURE:

IMPORTANT! All vehicles on the RSU VIN list have had the Sales Codes changed to JAK and JAL.

1. Using wiTECH, perform a Restore Vehicle Configuration by navigating to the Guided Diagnostics tab on the left hand menu, selecting Restore Vehicle Configuration, and then following the on-screen prompts.
2. Cycle the ignition Off, then to the Run position (**do not crank the engine**) and leave the ignition in the Run position for a minimum of 60 seconds.
3. Cycle the ignition to the to the Off position.
4. Cycle the ignition from Off then to the Run position (**do not crank the engine**).
5. Clear DTCs.
6. Perform a PROXI Configuration Alignment under the Guided Diagnostics menu.
7. Clear all DTCs.

POLICY:

Reimbursable within the provisions of the warranty.

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