



NUMBER: 08-042-15

GROUP: Electrical

DATE: April 28, 2015

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-041. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 15.04 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

Power Wagon Splash Screen Missing In The Electronic Vehicle Information Center (EVIC)

OVERVIEW:

This bulletin involves a vehicle reconfiguration for proper operation of the Instrument Cluster display.

MODELS:

2015 (DJ) Ram 2500 Pickup (Power Wagon)

NOTE: This bulletin applies to vehicles built on or before February 26, 2015 (MDH 0226XX) equipped with the Power Wagon Off Road Group (Sales Code ACP).

SYMPTOM/CONDITION:

The customer may notice the Power Wagon splash screen is missing in the Electronic Vehicle Information Center (EVIC) when the vehicle is first started.



Fig. 1 Power Wagon Splash Screen

DIAGNOSIS:

Using a Scan Tool (wiTECH™) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no DTCs are set. If DTCs are present record them 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 RRT VIN list, perform the repair. For all other customers that describe the symptom/condition listed above, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Using wiTECH, reconfigure the vehicle. This routine is available under the 'Diagnostic Procedures' tab found on the home, 'Vehicle View', page of wiTECH.

NOTE: If the Power Wagon splash screen displays properly at start up, use LOP 18-19-02-AH to close the active RRT.

2. Using wiTECH clear any DTCs which may have been set during the reconfiguration.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-02-AH	Module, Body Control (BCM) - Reconfigure Vehicle and/or Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

The dealer must choose which failure code to use. If the customer came in with an issue and the dealer found updated software to correct that issue, use failure code CC, for all other use failure code RF.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, than failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

CC	Customer Concern
RF	Routine Flash