THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-096-15, DATED OCTOBER 14, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS** AND INCLUDE UPDATED SALES CODE.

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-099. 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 IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.

SUBJECT:
Splash Screen Displays Incorrect Logo In The Electronic Vehicle Information Center (EVIC)

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

MODELS:

2016	(DS)	Ram 1500 Pickup

NOTE: This bulletin applies to vehicles within the following markets/countries: Canada.

NOTE: This bulletin applies to vehicles equipped with the Big Horn package (**Sales Code 2TX**) and built on or after August 08, 2015 (MDH 0808XX) and on or before September 11, 2015 (MDH 0911XX).

SYMPTOM/CONDITION:
The customer may notice the splash screen is incorrectly displaying a Lonestar logo (Fig. 1) in the Electronic Vehicle Information Center (EVIC) when the vehicle is first started and it should be displaying the Big Horn logo (Fig. 2).

Fig. 1 Lone Star Splash Screen

Fig. 2 Big Horn 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 Big Horn splash screen displays properly at start up, use LOP 18-19-02-AY 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-AY	Module, Body Control (BCM) - Inspect Only (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-02-AX	Module, Body Control (BCM) - Inspect and Reconfigure Vehicle (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