STELLANTIS
PARTS & SERVICES

Technical Service Bulletin (TSB)

Wi-Fi Hotspot Unavailable

REFERENCE:	**TSB:** 08-109-24 **GROUP:** 08 - Electrical	**Date:**	April 23, 2024	**REVISION:**	08-186-23 REV. A
VEHICLES AFFECTED:	**2023 (DT) RAM 1500 Pickup** **This bulletin applies to DT vehicles built on and after January 01, 2023 (MDH 0101XX) and on and before July 31, 2023 (MDH 0731XX) equipped with Brazil - Connectivity (Sales Code RTP).** **2023 (DS) RAM 1500 Pickup** **2023 (DJ) RAM 2500 Pickup** **2023 (D2) RAM 3500 Pickup** **This bulletin applies to DS, DJ and D2 vehicles built on and after February 04, 2023 (MDH 0204XX) and on and before July 05, 2023 (MDH 0705XX) equipped with Brazil - Connectivity (Sales Code RTP).**			**MARKET APPLICABILITY:** ☐ NA ☐ MEA ☒ SA ☐ IAP ☐ EE ☐ CH	
CUSTOMER SYMPTOM:	**Customers may experience the following:** • Wi-Fi Hotspot does not work.				
CAUSE:	**Sales Code missed**				

This bulletin supersedes Technical Service Bulletin (TSB) 08-186-23 REV. A, date of issue August 11, 2023, which should be removed from your files. All revisions are highlighted with **asterisks and include updated failure codes and Repair Procedure.**

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-230, date of issue August 01, 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.

REPAIR SUMMARY:

This bulletin involves performing a Restore Vehicle Configuration.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-02-HR	Wi-Fi Hotspot - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.1 Hrs.
18-19-02-HS	Wi-Fi Hotspot - Inspect and Perform Restore Vehicle Configuration (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
Failure Code	**RF	Required Flash	
	CC	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.

If the customer describes a symptom/condition perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

REPAIR PROCEDURE:

1. **Validate that the vehicle has a problem by trying to check the Wi-Fi option Fig. 1 and Fig. 2.



Fig. 1
Wi-Fi Off



Fig. 2
Wi-Fi On

2. Does the Wi-Fi turn on Fig. 2?
   - YES>>> This bulletin is complete. Use Inspect LOP (18-19-02-HR) to close this active RSU.
   - NO>>> Proceed to Step 3.
3. Using wiTECH, perform a "Restore Vehicle Configuration". This routine is available under the 'Guided Diagnostics' tab found on the home, 'Vehicle View' page of wiTECH Fig. 3.



Fig. 3
Restore Vehicle Configuration

4. Perform a full key off sleep cycle. Place the ignition in the off position, disconnect the scan tool from the vehicle and close all doors. Wait two minutes.
5. Connect wiTECH and clear any DTCs which may have been set during the reconfiguration procedure.
6. After configuration is updated, confirm the Wi-Fi operates as normal Fig. 1 and Fig. 2.**

POLICY:

Reimbursable within the provisions of the warranty.

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