SERVICE BULLETIN

NUMBER: 08-072-14

GROUP: Electrical

DATE: September 18, 2014

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SUBJECT:
Intermittently The Vehicle Will Not Shift Out Of Park

OVERVIEW:
This bulletin involves replacing the electronic shifter, if required.

MODELS:

2013 - 2014	(DS)	Ram 1500 Pickup
2014	(WD)	Durango

NOTE: This bulletin applies to vehicles built on or before June 13, 2014 (MDH 0613XX) equipped with 8-SPD Auto 8HP70 Trans (sales code DFD) or 8-SPD 845RE Auto 845RE Trans (sales code DFL).

SYMPTOM/CONDITION:
The customer may experience not being able to shift out of park. This condition can be corrected by turning off the vehicle and allowing all of the modules to go to sleep. Once the modules have gone through a key cycle the DTC will go from active to stored and then the vehicle can be shifted out of park. On further inspection DTCs P0607-00-ECU INTERNAL PERFORMANCE and P0928-00-BTSI CONTROL may be found active or stored.

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no DTCs are set other then the ones listed above. If DTCs are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition or if the technician finds **both** of the DTCs, perform the repair procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	56054273AG	Gearshift Controls DS With sales code CH1
1 (AR)	56054275AG	Gearshift Controls DS With sales code CH1 and DH8
1 (AR)	68171964AG	Gearshift Controls DS With sales code CIG
1 (AR)	68171965AH	Gearshift Controls DS With sales code CIG and DH9
1 (AR)	68171966AH	Gearshift Controls DS With sales code CIG and DH8
1 (AR)	56054430AE	Gearshift Controls WD vehicles only

REPAIR PROCEDURE:

1. Using wiTech, check if the vehicle has both DTCs (P0607-00 and P0928-00). These DTCs can be active or stored.
2. Were both DTCs found?
   a. Yes >>> Replace the electronic shifter, proceed to Step #3.
   b. No >>> This bulletin does not pertain, perform normal diagnostic.
3. Follow the replacement procedure in TechCONNECT, 21 - Transmission and Transfer Case/Automatic - 8HP70/8HP45/845RE - SHIFTER, Transmission/Removal and Installation.
4. Clear any DTC's that may have been set in other modules due to the repair procedure.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	**Description**	**Skill Category**	**Amount**
08-19-77-90	Module, Electronic Shifter (DS Vehicles) - Replace (2 - Skilled)	6 - Electrical and Body Systems	0.4 Hrs.
08-19-77-90	Module, Electronic Shifter (WD Vehicles) - Replace (2 - Skilled)	6 - Electrical and Body Systems	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action