

Technical Service Bulletin (TSB)
Transfer Case Shift Motor Wire Harness Connector Not Secured

REFERENCE:	TSB: 08-237-23 GROUP: 08 - Electrical	Date:	November 2, 2023	REVISION:	–
VEHICLES AFFECTED:	2023 (DS) RAM 1500 Pickup This bulletin applies to vehicles built on or after June 16, 2023 (MDH 0616XX) and on or before June 24, 2023 (MDH 0624XX).			MARKET APPLICABILITY: ☒ NA ☐ MEA ☐ SA ☐ IAP ☐ EE ☐ CH	
CUSTOMER SYMPTOM:	Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find that one or more of the following Diagnostic Trouble Codes (DTCs) have been set: • U0418-00 - Implausible Data Received From Brake System Control Module. • C1444-98 - T-Case Motor Overuse-Component or System Over Temperature. • C00A8-13 - 4WD/AWD Transfer Case Unit Actuator Position Sensor B-Circuit Open. • C00A7-13 - 4WD/AWD Transfer Case Unit Actuator Position Sensor A-Circuit Open. • C149E-64 - Transfer Case Motor Position Sensor-Signal Plausibility Failure. • C1423-64 - Transfer Case Internal Performance-Signal Plausibility Failure. • C1406-13 - Transfer Case Brake Control-Circuit Open. • C1477-4B - Transfer Case Clutch-Over Temperature. • C140A-13 - Transfer Case Motor Control-Circuit Open. • U041E-00 - Invalid Data Received From All Wheel Drive Control Module. • U0422-00 - Implausible Data Received From Body Control Module. • U0418-00 - Implausible Data Received From Brake System Control Module 1. • U041E-00 - Invalid Data Received Form All Wheel Drive Control Module. • U0403-00 - Implausible Data Received From T-Case. The customer may also comment on the following: • 4WD Service light displayed in the Instrument Panel Cluster (IPC).				
CAUSE:	Connector not fully seated.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-303, date of issue November 02, 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. This RSU will expire 18 months after the date of issue.

REPAIR SUMMARY:

This bulletin involves performing a push–pull–push test on the transfer case shift motor wire harness connector.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
08-91-CF-91	Perform Push-Pull Test on Transfer Case Shift Motor Electrical Connection (2 - Skilled)	6 - Electrical and Body Systems	0.3 Hrs.
Failure Code	ZZ	Service Action	

RELATED LOP:

Labor Operation No:	Labor Description	Skill Category	Labor Time
08-91-CF-60	Transfer Case Skid-Plate Equipped (2 - Skilled)	6 - Electrical and Body Systems	0.1 Hrs.

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 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 a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	—	—

REPAIR PROCEDURE:

1. Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>04 - Vehicle Quick Reference / Hoisting / Standard Procedure.
2. Remove the transfer case skid plate, **if equipped**. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>13 - Frame and Bumpers / Under Body Protection / Plate, Skid / Removal.
3. Perform a push-pull-push test on the transfer case shift motor wire harness connector [Fig. 1](#) to verify the connector is fully seated.

**Fig. 1**

Transfer Case Shift Motor Wire Harness Connector

4. Install the transfer case skid plate, **if equipped**. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>13 - Frame and Bumpers / Under Body Protection / Plate, Skid / Installation.
5. Lower the vehicle. If DTCs return, further diagnosis should be performed.
6. Clear all DTCs that may have been set.

POLICY:

Reimbursable within the provisions of the warranty.

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