
RAM
PROFESSIONAL
QUICK
START
GUIDE
RAM PROMASTER / PROMASTER EV


Light Controls
Wiper/ Washer Lever
Radio On/Off
USB Ports
Power Inverter
Instrument Cluster Display & Phone Control
Cruise Control
Electric Park Brake
Rotary Gear Selector (EV only)
Wireless Charging Pad

Connected Services

WITH CONNECTED SERVICES YOU CAN...

- Lock Your Vehicle
- Unlock Your Vehicle
- Remote Start Your Vehicle
- Cancel Remote Start
- Activate Your Horn

ACTIVATE YOUR REMOTE SERVICES

1. Press “Apps” on the touchscreen.
2. Press “Activate Services”.
3. Press “Activate Now”.
4. You can activate via email or an agent. Press "Call An Agent" to speak with an agent. If you were registered for Connected Services at the dealership, simply enter your email and PIN to activate them.
5. Download the Ram Mobile App from the Google Play® Store or Apple® App Store® for access to Remote Commands. Log in with your account information.

Mopar® YOUR Way

Get 24/7 access to everything you need, including custom vehicle dashboards, maintenance records, mobile vehicle commands and more. Scan the QR code to register.

Scan me (U.S. Residents Only)*

*Canadian residents are not required to create a profile, as one is created when a Ram Connect account is activated.

Pair a Phone

Scan For Phone Pairing Video

1. Make sure Bluetooth® is enabled on your mobile device
2. With the vehicle in the ON/RUN position, press the Phone button on the vehicle’s touchscreen menu bar
3. Press “Device Manager”
4. Press “Add Device”
5. Follow the prompts on your phone and on the touchscreen

Troubleshooting

1. **Perform a reset by holding the power button on the radio for 15 seconds**
2. **Reboot your phone**
3. **Remove the paired phone**
4. **Follow the Pair a Phone steps above to set up phone**

Scan For Android™ Auto Video

Scan For Apple Carplay® Video

GET CONNECTED & PHONE PAIRING

Keyless Enter 'n Go™ & Passive Entry

LOCK & UNLOCK YOUR VEHICLE WITH EASE

Your vehicle is equipped with a key fob that supports Passive Entry, Remote Keyless Entry, Keyless Enter 'n Go™, and Remote Start.

WHILE THE KEY FOB IS WITH YOU:

Press the Passive Entry button next to the door handle to lock or unlock the vehicle.

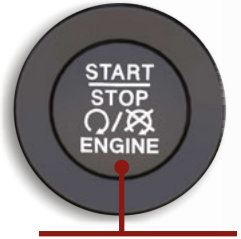


KEEP IN MIND:

The button on the driver's side front door handle will unlock the front doors only, and the button on the rear handle will unlock the load compartment doors only. This can be adjusted within Uconnect Settings.

You can also turn Passive Entry off within Uconnect Settings, as well as change the lock setting between “All Doors” or “Approach”. The Approach setting will lock/unlock the approached door only.

Scan For Passive Entry Video



Start Button

To start your engine:

1. The transmission must be in PARK (P)
2. Press and hold the brake pedal while pushing the START button once
3. If the engine does not start, place the ignition in the OFF position and wait 10-15 seconds before trying again

For EV models: The READY indicator will appear in the cluster when the vehicle is ready to drive.



Electric Park Brake

The Electric Park Brake is located on the instrument panel, to the left of the steering wheel. You can engage it in two ways:

- Manually, by applying the Electric Park Brake switch
- Automatically, by enabling the Auto Park Brake feature in Uconnect Settings





For the wireless pad to work properly
Remove the phone's protective case and place the phone within the outline shown on the pad.

Wireless Charging Pad

The wireless charging pad is equipped with a charging station to hold your mobile phone in place, and an LED indicator light.

No Light: Charging pad is idle or searching for a device.

Blue Light: Device is detected and is charging.

Red Light/Flashing: Internal error, or foreign object is detected.

Green Light: Device has completed battery charging.
(If device is equipped to transmit this information).

KEEP IN MIND:

- The charging pad will not work if any door is open, regardless if the engine is running.
- Having multiple applications open on the phone will reduce charging efficiency.
- In the event the phone starts to overheat, the phone may shut down during the charging process.

Scan For Wireless Charging Pad Video

Uconnect 5/5 NAV

ACCESS YOUR MEDIA, PHONE, COMFORT AND VEHICLE SETTINGS, AND NAVIGATION

HOME — Customize your Home page with shortcut widgets. Now you can access your favorite radio stations and your smartphone on the same screen!

MEDIA — Listen to all of your favorite radio stations, including SiriusXM®, and play music from your USB or wireless connectivity device.

PHONE — Pair your smartphone and make hands-free calls or send hands-free messages to any of your contacts.

NAVIGATION — Having trouble finding a place? Search for and navigate to any destination.

COMFORT — Too hot? Too cold? Set your vehicle's temperature or activate automatic climate control to keep your vehicle at the temperature you want.

VEHICLE — Access vehicle settings like changing the display or adjusting the interior lights.

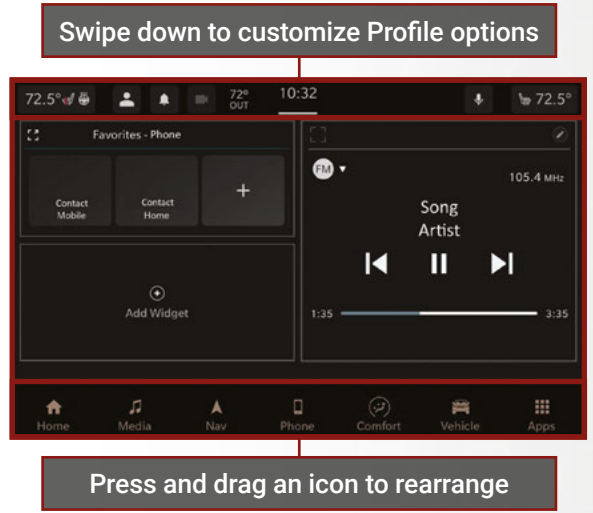
APPS — Access any app installed on your Uconnect system.

Scan For Uconnect Overview Video

Voice Recognition

USE YOUR VOICE TO CONTROL UCONNECT

To begin, push the Voice Recognition button on the steering wheel. If activated within vehicle settings, you can also say the vehicle's “Wake Up” word, “Hey, Uconnect” or “Hey, Ram”, without pushing any buttons.



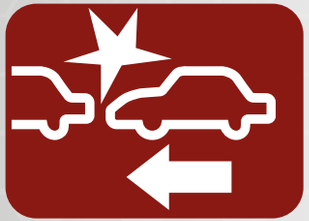
Scan For Navigation Video

Scan For Voice Recognition Video

KEEP IN MIND:
There may be an inconsistent volume between different audio sources.

Forward Collision Warning (FCW) With Mitigation

FCW with Mitigation can provide both audible and visual warnings, and may also apply a brake jerk to warn you of a potential frontal collision. The warnings and limited braking are intended to provide you with enough time to react, and avoid or mitigate a potential collision.



The system can be turned on or off and the sensitivity can be adjusted through the cluster or radio settings, if equipped.

Select between the following sensitivity settings:

- Near
- Medium
- Far

Select between the following brake settings:

- Warning & Braking
- Only Warning
- Off

The Pedestrian Emergency Braking (PEB) system is a subsystem of FCW that provides audible and visual warnings, and may apply automatic braking when it detects a potential frontal collision with a pedestrian. You can turn the PEB system on or off through your radio.

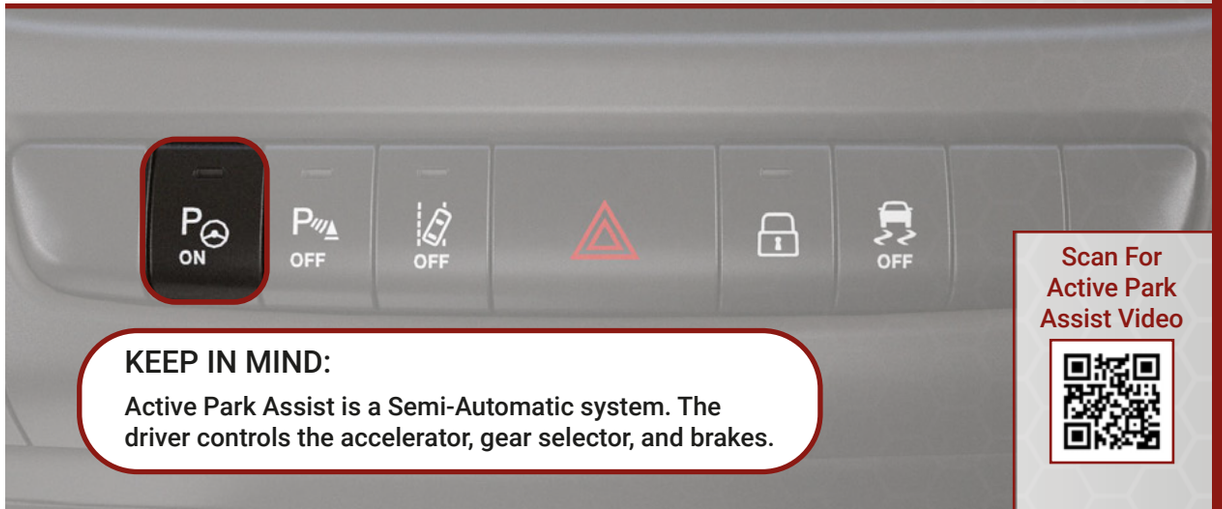
ParkSense Active Park Assist



Turn the ParkSense Active Park Assist system on and off using the ParkSense Active Park Assist button. You can switch parking maneuvers through your instrument cluster display using the arrows on the left side of the steering wheel.

ALLOW YOUR VEHICLE TO PARALLEL OR PERPENDICULAR PARK FOR YOU!

The Active Park Assist system will guide you safely into a parking spot by identifying a proper parking space, providing audible and visual instructions in the instrument cluster display, and controlling your steering wheel.



KEEP IN MIND:

Active Park Assist is a Semi-Automatic system. The driver controls the accelerator, gear selector, and brakes.

Scan For Active Park Assist Video

State of Charge

The SOC indicator visually shows the high voltage battery's charge status, signaling charging progress, detecting issues or waiting for a scheduled charge.



Vehicle Charge Indicators

Number Of Indicator Lights Illuminated	Percent Of Battery Charge
1st light blinks	0 – 20%
1st light on, 2nd light blinks	21 – 40%
1st and 2nd lights on, 3rd light blinks	41 – 60%
1st, 2nd, and 3rd lights on, 4th light blinks	61 – 80%
1st, 2nd, 3rd and 4th lights on, 5th light blinks	81 – 99%
All 5 lights on	100%
Two outer lights are blinking	Indicates an error in the charging process
Lights turn on one at a time	Indicates system is waiting for time in charge schedule to begin charging
All lights turn on, then immediately turn off	Indicates a successful plug-in

ProMaster EV (Electric Vehicle)

Your EV can be charged with an industry standard SAE J1772 charge inlet for **AC Level 1 (120v), AC Level 2 (240v) charging and DC Fast Charge (400v) charging.**

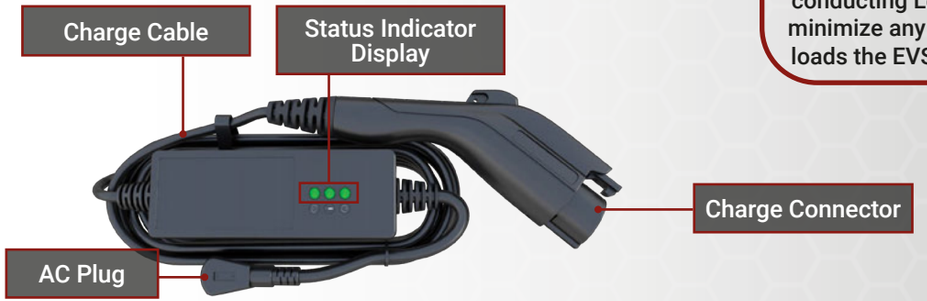
Note: Using a level 1 charger could take greater than one day. Ideal for short trips or emergency use.



Charging Tips & Tricks

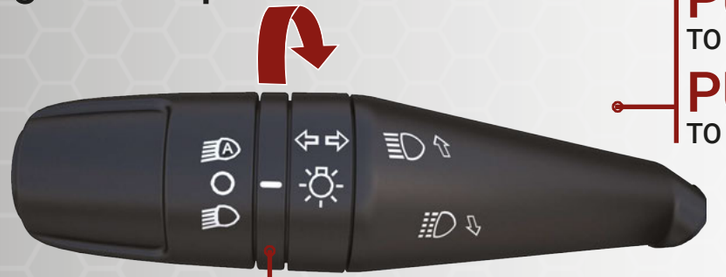
- Before charging, ensure the vehicle is in PARK first.
- Your vehicle is ready to charge when the green indicator lights are showing.
- Always insert the AC plug prongs of the Portable Charging Cordset into a grounded wall outlet first.
- The Charge Connector charges the vehicle through the vehicle's charge inlet.

It is good practice to keep the ignition in the OFF position while conducting Level 1 charging to minimize any additional vehicle loads the EVSE has to support.



Scan for Charging Video

Lights & Wipers



PUSH FORWARD
TO ACTIVATE HIGH BEAMS

PULL & RELEASE
TO USE FLASH-TO-PASS

ROTATE
TO TURN ON LOW BEAMS OR AUTOMATIC HEADLIGHTS

Front Wipers



PUSH UP
TO MIST THE WINDSHIELD

PULL BACK
TO ACTIVATE THE FRONT WINDSHIELD WASHER

Scan For Wipers Video

Power Folding Mirrors

USE A SWITCH ON THE DRIVER'S DOOR PANEL TO FOLD/UNFOLD YOUR MIRRORS

NORMAL DRIVING
POSITION

Push the switch to the left and the mirrors will return to the normal driving position.

FOLD IN
POSITION

Push the switch to the right and the mirrors will fold in.



KEEP IN MIND:
If the mirrors are manually folded, the mirror head may appear loose. If the mirror head or pivot exhibits a slight amount of play, the mirror should be power folded then power unfolded (this may require multiple button pushes).

Heated Seats

THE CONTROLS FOR THE FRONT HEATED SEATS ARE LOCATED ON THE LOWER OUTBOARD SIDE OF THE SEAT



ONCE THE HEAT SETTING IS SELECTED, HEAT WILL BE FELT WITHIN

2-5 minutes



ON

Push the button once to turn on the heated seats and the button will illuminate.

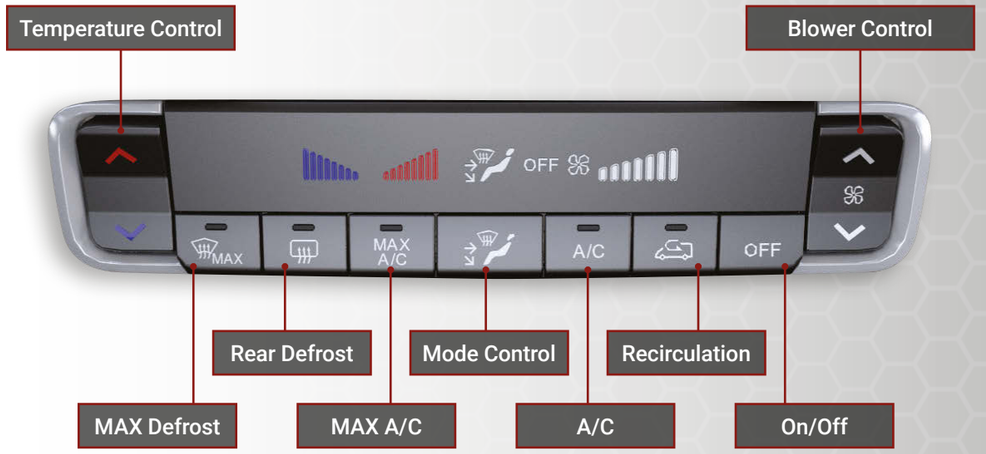


OFF

Push the button a second time to turn off the heated seats.

KEEP IN MIND:
The feature is only available with the ignition in the ON/RUN position.

Climate Controls



Scan For Climate Control Video

TIP:
Press the red arrow button to increase the temperature of the cabin. Press the blue arrow button to decrease the temperature. Press the white up arrow to increase the blower speed, or press the white down arrow to decrease the blower speed.

Warning & Indicator Lights

	Air Bag		Battery Charge		BRAKE		Brake Temperature Overheated (EV)		Door Open
	Electric Motor And Controller Over Temperature (EV)		Electronic Power Steering (EPS) Fault		Electronic Throttle Control (ETC)		Engine Temperature		Generic
	Hood Open		Oil Pressure		Plug Status Charging System Fault (EV)		Propulsion Battery State Of Charge Low (EV)		Rear Cargo Door Open
	Seat Belt Reminder		Service Electrical System (EV)		Swivel Seat Unlocked		Torque Limited (EV)		Traction Battery Fault (EV)
	Transmission Fault		Vehicle Security		Acoustic Vehicle Alerting System (AVAS) Fault (EV)		Adaptive Cruise Control (ACC) Fault		Anti-Lock Brake System (ABS)
	Brake Temperature Hot (EV)		Electronic Stability Control (ESC)		Electronic Stability Control (ESC) OFF		Engine Check/ Malfunction		Exterior Light Failure
	Forward Collision Warning (FCW) OFF		Fuel Cut Off Failure		Fuel Cut Off		Immobilizer Fail/ VPS Electrical Alarm		Keyless System Failure
	Low Fuel		Propulsion Battery State Of Charge Mid (EV)		Rain Sensor Failure		Service Active Lane Management		Service Forward Collision Warning (FCW)
	Service Required/ Call For Service		Speed Limiter Fail		Swivel Seat Fail		Tire Pressure Monitoring System (TPMS)		Traction Battery Cut-Off (EV)
	TOW/HAUL		Towing Hook Breakdown		Transmission Temperature		Active Lane Management		Active Speed Limiter
	Automatic High Beam		Cruise Control		Front Fog Light		Parking/Headlights On		Plug Status Plugged In
	Propulsion Battery State Of Charge High (EV)		Ready To Drive (EV)		Turn Signal		Active Lane Management		Active Speed Limiter Ready
	Adaptive Cruise Control (ACC) Set With Target		Speed Warning		High Beam				

RAM Customer Assistance: (866) 726-4636 (US), (800) 465-2001 (CANADA) **Free2move Charge:** (888) 639-7596

Your vehicle may be equipped with different features than shown in this guide.

For additional information on any of the topics in this publication, please refer to your digital Owner's Manual.

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