HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING AN ECU IS AVAILABLE BY SELECTING "HELP" THEN "HELP CONTENTS" AT THE TOP OF THE wiTECH DIAGNOSTIC APPLICATION WINDOW.

THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 14.01 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:
Cruise Control Slow Or No Response

OVERVIEW:
This bulletin involves upgrading the software on the Steering Column Control Module (SCCM).

MODELS:

2011 - 2013	(JC)	Journey
2013	(ZD)	Viper
2013	(DS)	Ram 1500 Pickup
2013	(DJ)	Ram 2500 Pickup
2013	(D2)	Ram 3500 Pickup
2013	(DD)	Ram 3500 Cab Chassis
2013	(DP)	Ram 4500/5500 Cab Chassis
2013	(DX)	Ram Truck (Mexico)

NOTE: This bulletin applies to vehicles built on or before May 01, 2013 (MDH 0501XX) equipped with Speed Control (sales codes NHM).

SYMPTOM/CONDITION:
A customer may experience, no response or slow response to cruise control switch activations. Issues will be experienced by the customers that activate/press the switches in a very fast manner.

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no DTC's are set. 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, perform the Repair Procedure.

REPAIR PROCEDURE:

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Reprogram the SCCM with the latest software. Help using the wiTECH diagnostic application for flashing an SCCM is available by selecting "help" then "help contents" at the top of the wiTECH diagnostic application window.
2. Clear any DTC's that may have been set in all modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow the tech to clear them.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-27-90	Module, Steering Column Control (SCCM) - Reprogram (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

FM	Flash Module