



NUMBER: 18-049-14

GROUP: Vehicle Performance

DATE: September 13, 2014

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INSTRUCTIONS FOR FLASHING MODULES USING THE wiTECH DIAGNOSTIC APPLICATION ARE AVAILABLE BY SELECTING THE “HELP” TAB ON THE UPPER PORTION OF THE wiTECH WINDOW, THEN “HELP CONTENTS”. THIS WILL OPEN THE WELCOME TO wiTECH HELP SCREEN WHERE HELP TOPICS CAN BE SELECTED.

THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 15.01 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

Flash: Cruise Control Shuts Off When Depressing the Accelerate Button Repeatedly

OVERVIEW:

This bulletin involves selectively erasing and reprogramming the Powertrain Control Module (PCM) with new software.

MODELS:

2013 (DS) Ram 1500

NOTE: This bulletin applies to vehicles equipped with a 5.7L engine (sales code EZH) and an 8-speed automatic transmission (sales code DFD).

SYMPTOM/CONDITION:

A small number of customers may indicate that the cruise control system intermittently turns off when pressing the accelerate button repeatedly.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all engine systems are functioning as designed. 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, 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 PCM with the latest software. Help using the wiTECH Diagnostic Application for flashing control modules is available through the wiTECH Diagnostic Application. For instructions select the "HELP" tab on upper portion of the wiTECH window, then "HELP CONTENTS". This will open the Welcome to wiTECH Help screen where help topics can be selected.
2. **After PCM reprogramming, the following must be performed:** Clear any DTCs that may have been set in other 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
18-19-06-9Y	Module, Powertrain Control (PCM) - Reprogram (1 - Semi-Skilled)	8 - Engine Performance	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 5 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

FM	Flash Module
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