



NUMBER: 21-025-14

GROUP: Transmission and Transfer Case

DATE: September 18, 2014

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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 15.01 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

Vehicle Remains in First Gear Too Long After Engine Restarts With Stop/Start Feature

OVERVIEW:

This bulletin involves flash reprogramming of the Transmission Control Module (TCM) with new software.

MODELS:

2014 (DS) Ram 1500

NOTE: This bulletin applies to vehicles equipped with the 3.6L engine (Sales Code ERB) and the Stop/Start system (Sales Code XBU) built on or between July 1, 2013 (MDH 0701XX) and May 15, 2014 (MDH 0515XX).

SYMPTOM/CONDITION:

Customers may indicate that the vehicle remains in first gear too long after the engine restarts with the Stop/Start feature.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available, verify all vehicle systems are functioning correctly. If any DTCs are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer describe 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. Using the wiTECH, reprogram the TCM with the latest software. Detailed instructions for flashing control 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.
2. 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.

NOTE: Do not clear the adaptation memory cells in the TCM's memory. This action may cause the transmission to not shift smoothly until the adaptation memory cells are re-learned.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-05-D9	Module, Transmission Control (TCM) - Reflash - (1 - Semi-Skilled)	2- Automatic Transmission	0.2 Hrs.

FAILURE CODE:

FM	Flash Module
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