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 14.03 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:
Flash: Transmission Shift Enhancements

OVERVIEW:
This bulletin involves selectively erasing and reprogramming the Transmission Control Module (TCM) with new software.

MODELS:

2014	D2	Ram 3500 Pickup
2014	DD	Ram 3500 Cab Chassis
2014	DP	Ram 4500/5500 Cab Chassis

NOTE: This bulletin applies to vehicles equipped with the 6.7L Cummins Diesel engine (Sales Code ETK) and AISIN AS69RC Automatic Transmission (Sales Codes DF2) built before March 15, 2014 (MDH 0315XX).

SYMPTOM/CONDITION:
The customer may indicate that they experience a harsh 2 - 1 downshift.

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all TCM systems are functioning as designed. If DTC's other then the ones listed above 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 TCM 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. Once complete, perform the "Quick Learn" procedure using the wiTECH diagnostic scan tool.
3. Clear any DTC's that may have been set in other modules due to reprogramming. The wiTECH application will automatically present all DTC's 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
18-19-05-9Q	Module, Transmission Control Module-Inspect/Reprogram (1 - Semi-Skilled)		0.3 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 4 minutes. Actual flash download times may be effected by vehicle connection and network capabilities.

FAILURE CODE:

FM	Flash Module