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GROUP: Electrical

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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 14.03 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

Flash: Air Suspension Message Battery Voltage Low

OVERVIEW:

This Bulletin involves updating the Air Suspension Control Module (ASCM) software.

MODELS:

2013 -2014 (DS) Ram 1500 Pickup

NOTE: This bulletin applies to vehicles Built on or before May 10, 2013 (MDH 0510XX) equipped with Quadra-Lift (TM) Air Suspension (sales code SER).

SYMPTOM/CONDITION:

A customer may notice a **false** message "Battery Voltage Low - Start Engine to Change Ride Height" which appears in the Electronic Vehicle Information Center (EVIC) when unlocking or locking the doors. Also a battery drain may happen when using the key fob to stop the vehicle from lowering. The ASCM does not go to sleep and the CAN-C bus stays awake.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify that no DTCs are present. If DTCs are present record them on the repair order and repair as necessary before proceeding further with this bulletin.

NOTE: If the customer concern was the battery voltage was low or completely drained, it may have a number of unrelated DTC's. Charge the battery, clear all DTC's and see if any changing system DTC resets.

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 ASCM with the latest software.
2. Using the wiTECH diagnostic application for flashing modules, is available by selecting "help" then "help contents" at the top of the wiTECH diagnostic application window.

CAUTION: If the module fails the software update and becomes unresponsive, DO NOT replace the module. Pull the ASCM fuse (F50) which is located in the underhood power distribution center. After you regain communication with the module, perform the software update again.

3. 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
18-19-36-93	Module, Air Suspension Control Module (ASCM), Reprogram. (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 8 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

FM	Flash Module
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