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 15.02 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:

2014	(D2)	Ram 3500 Pickup
2014 - 2015	(DJ)	Ram 2500 Pickup

NOTE: This bulletin applies to vehicles Built on or before October 21, 2014 (MDH 1021XX) equipped with 6.7L Cummins Diesel Engine (sales code ETK) and Auto Level Rear Air Suspension (sales code SEB).

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). This condition may happen when the vehicle is first started and trying to move the suspension from trailer ride height to normal ride height.

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.

If the 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. Reprogram the ASCM 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 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
18-19-36-94	Module, Air Suspension Control Module (ASCM), Reprogram. (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

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

FAILURE CODE:

FM	Flash Module