



**NUMBER:** 18-050-14 REV. A

**GROUP:** Vehicle Performance

**DATE:** December 09, 2014

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 18-050-14, DATED SEPTEMBER 19, 2014 WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\***. SERVICE BULLETIN IS BEING REVISED TO REMOVE 2014 MODEL YEAR VEHICLES AND TO REVISE A SYMPTOM DESCRIPTION.**

**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 **\*\*15.02\*\*** OR HIGHER TO PERFORM THIS PROCEDURE.**

***SUBJECT:***

Flash: Drone or Vibration Present During MDS Operation

***OVERVIEW:***

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

***MODELS:***

**\*\*2010 - 2013\*\*** (DS) Ram 1500

**NOTE: This bulletin applies to vehicles equipped with a 5.7L engine (sales code EZH) and an automatic transmission (sales code DGQ or DG1) built on or before July 17, 2014 (MDH 0717XX).**

**SYMPTOM/CONDITION:**

New PCM software is being released to address a customer's concern of a drone or vibration type condition while driving at highway speeds during MDS (Multiple Displacement System) operation.

In addition, the following powertrain system improvements/enhancements are also included in this software release:

- Improved Electronic Voltage Regulator control to more precisely maintain system voltage.
- \*\*Enhanced Automatic Oil Change Indicator(EAOICI) system improvements to switch to a severe duty cycle algorithm anytime the PCM is replaced to ensure the customer receives a timely oil change required message\*\*.
- P0300 - Multiple Cylinder Misfire (**Only applies to vehicles using a block heater in ambient temperatures greater than -20°F(-29°C)**).

**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all engine systems are functioning as designed. If DTCs other than the one 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/condition or if the technician finds the DTC listed above, 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 any 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:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
18-19-06-AB	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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