



NUMBER: 18-050-14

GROUP: Vehicle Performance

DATE: September 19, 2014

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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 RELEASE 15.01 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 - 2014 (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:

A small number of customers may experience a drone or vibration type condition while driving at highway speeds during MDS (Multiple Displacement System) operation.

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(EAOCl) system enhancements that force the use of the severe duty cycle algorithm anytime the PCM is replaced. The vehicle duty cycle information used in the EAOCl calculation is stored in the PCM and cannot be recovered/transferred when the controller is replaced. As a result, the severe duty cycle is used in these scenarios to ensure the customer receives a timely oil change required message (**Applies only to 2013 MY vehicles**).
- 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 DTC's 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, 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 other 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
18-19-06-AB	Module, Powertrain Control (PCM) - Reprogram (1 - Semi-Skilled) Applies to 2014 MY vehicles	8 - Engine Performance	0.3 Hrs.
18-19-06-AB	Module, Powertrain Control (PCM) - Reprogram (1 - Semi-Skilled) Applies to 2010-13 MY vehicles	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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