



NUMBER: 18-103-15

GROUP: Vehicle Performance

DATE: December 11, 2015

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 18-023-11, DATED MAY 06, 2011, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE A REVISED SUBJECT INFORMATION, ADDITIONAL MODEL YEAR, UPDATED BUILD DATE, UPDATED DRIVEABILITY IMPROVEMENTS, REVISED REPAIR PROCEDURE, AND NEW LOP.**

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 IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.

SUBJECT:

Flash: Powertrain Diagnostic And System Enhancements

OVERVIEW:

This bulletin involves reprogramming the Powertrain Control Module (PCM) with updated software.

MODELS:

2011	(DD)	RAM 3500 Cab Chassis
2011	(DJ)	RAM Truck 2500
2010 - 2011	(DS)	RAM Truck 1500
2011	(ND)	Dodge Dakota

NOTE: This Service Bulletin applies to **DS** vehicles equipped with a 3.7L, 4.7L or 5.7L engine (sales code EKG, EVE, or EZH).********

NOTE: This Service Bulletin also applies to DD, DJ and ND vehicles equipped with a 3.7L, 4.7L or 5.7L engine (sales code EKG, EVE, EZC or EZH), a 545RFE or 42RLE transmission (Sales Code DGQ or DGV) built before February 01, 2011 (MDH 0201XX).

SYMPTOM/CONDITION:

Some customers may describe one or more of the following:

MIL Illumination

Upon further investigation the technician may find that the following Diagnostic Trouble Codes (DTCs) have been set:

- P2096 - Downstream Fuel Trim System 1 Lean (5.7L Engines).
- P2097 - Downstream Fuel Trim System 1 Rich (5.7L Engines).
- P2098 - Downstream Fuel Trim System 2 Lean (5.7L Engines).
- P2099 - Downstream Fuel Trim System 2 Rich (5.7L Engines).

Drivability Improvements:

- ****Fuel pump relay operation at key on.****
- Engine seems to lack power at high engine RPMs (5.7L and 4.7L Engines).
- Shudder or shake condition on wide open throttle stab during downshift event (5.7L and 4.7L Engines).
- EVAP Diagnostic Enhancements. This diagnostic routine will be disabled while the vehicle is in decel fuel shut off mode.(3.7L/4.7L Engines only).
- Audible knock sound on WOT launches (DJ/DD 5.7L Engines only).

Transmission Improvements:

- High engine RPMs needed before vehicle will upshift from 3rd to 4th. (5.7L and 4.7L Engines).
- Harsh 1st to 2nd gear upshift (5.7L and 4.7L Engines).
- Unexpected or busy downshift while coasting between 45-48 mph (72-77 kmh) (DS 5.7L Engines only).

DIAGNOSIS:

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

If the customer describes a symptom/condition listed above or if the technician finds a 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. 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 them to be cleared.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-06-GM	Module, Powertrain Control (PCM) - Reprogram (0 - Introduction)	8 - Engine Performance	**0.2 Hrs.**

NOTE: The expected completion time for the flash download portion of this procedure is approximately 3 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

The dealer must choose which failure code to use. If the customer came in with an issue and if the dealer finds a software update to correct that issue, use failure code CC, for all other use failure code RF.

- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

CC	Customer Concern
RF	Routine Flash