



**NUMBER:** 21-037-16

**GROUP:** Transmission and Transfer Case

**DATE:** November 19, 2016

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**FOR HELP WITH USING wiTECH FOR ECU FLASH REPROGRAMMING, CLICK ON THE APPLICATION'S "HELP" TAB.**

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

***SUBJECT:***

Flash: Transmission Drivability And Shift Enhancements

***OVERVIEW:***

This bulletin involves reprogramming the Transmission Control Module (TCM) with the latest available software.

***MODELS:***

2017 (VM) Ram ProMaster City

**NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA.**

**NOTE: This bulletin applies to vehicles built on or before October 03, 2016 (MDH 1003XX) equipped with a 2.4L Engine (Sales Code ED6) and 9-SPD 948TE FWD Automatic Transmission (Sales Code DFH).**

***SYMPTOM/CONDITION:***

This software update works in conjunction with the Powertrain Control Module (PCM) software update. The changes to the transmission software are necessary although the changes will not be noticed by the customer.

***DIAGNOSIS:***

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

Perform the Repair Procedure in conjunction with the PCM software update.

**REPAIR PROCEDURE:**

**NOTE: The Powertrain Control Module (PCM) must be updated to the latest available software at the conclusion of this repair procedure. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the PCM software.**

**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 TCM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.

**NOTE: Do NOT clear the shift adaptives in the TCM's memory. This action may cause the transmission to not shift smoothly until the adaptives are re-learned.**

2. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
3. Verify the PCM is programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the PCM software.

**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>
18-19-05-EA	Module, Transmission Control (TCM) - Reprogram (0 - Introduction)	2 - Automatic Transmission	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:***

**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