



**NUMBER:** 21-013-17 REV. A

**GROUP:** 21 - Transmission and Transfer Case

**DATE:** July 7, 2017

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-013-17, DATED MARCH 31, 2017, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDE UPDATED BUILD DATE, ADDITIONAL VEHICLE, STEPS IN PROCEDURE, AND LOP.**

**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 Diagnostic and Shift Enhancements

***OVERVIEW:***

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

***MODELS:***

2017	(DS)	RAM 1500 Pickup
<b>**2017</b>	<b>(DX)</b>	<b>RAM Truck (Mexico)**</b>

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

**NOTE: This bulletin applies to (DS) vehicles built on or before **\*\*June 01, 2017 (MDH 0601XX)\*\*** equipped with a 5.7L V8 Hemi MDS VVT Engine (Sales Code EZH), equipped with an 8-SPD Automatic 8HP70 Transmission (Sales Codes DFK or DFD).**

**NOTE: **\*\*This bulletin applies to (DX) vehicles built on or before May 31, 2017 (MDH 0531XX)** equipped with a 5.7L V8 Hemi MDS VVT Engine (Sales Code EZH), with an 8-SPD Automatic 8HP70 Transmission (Sales Code DFK).**\*\*****

***SYMPTOM/CONDITION:***

Some customers may experience a less than desirable shift quality or the vehicle stuck in a fixed gear during a limp in mode.

The following enhancement is included in the software update:

- Improved transmission shift quality and allowing the transmission to shift multiple gears during a limp mode condition.

**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 one listed are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above or if the technician finds any DTC, perform the Repair Procedure.

**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.
2. Clear the shift adaptives in the TCM's memory.
3. 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.
4. **\*\*Perform quick learn procedure. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 28 - DTC-Based Diagnostics/Module, Transmission Control (TCM), 8HP70/Standard Procedure>Quick Learn Procedure.\*\***
5. Verify the Powertrain Control Module (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-FM	Module, Transmission Control (TCM) - Reprogram (0 - Introduction)	2 - Automatic Transmission	0.5 Hrs.**

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

**FAILURE CODE:**

**The dealer must use failure code CC with this Service Bulletin.**

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Service Bulletin flash/reprogramming conditions.

CC	Customer Concern
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