



NUMBER: 21-017-19 REV. A

GROUP: 21 - Transmission and Transfer Case

DATE: November 28, 2019

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This bulletin supersedes Service Bulletin 21-017-19, dated March 22, 2019, which should be removed from your files. All revisions are highlighted with **asterisks**** and include additional Symptom/Condition, software enhancement for the 2017 D2 vehicle and LOP.**

SUBJECT:

Flash: Transmission Control Module (TCM) Updates

OVERVIEW:

This bulletin involves reprogramming the TCM with the latest available software.

MODELS:

2013 - 2017	(D2)	RAM 3500 Pick Up
2013 - 2017	(DD)	RAM 3500 Cab Chassis
2016 - 2017	(DF)	RAM 3500 <10K LB Cab Chassis
2013 - 2017	(DP)	RAM 4500/5500 Cab Chassis

NOTE: This bulletin applies to vehicles within the following markets/countries: North America.

NOTE: This bulletin applies to vehicles equipped with a 6.7L I6 CUMMINS Turbo Diesel Engine (Sales Code ETK) or 6.4L Heavy Duty V8 HEMI (Sales Code ESA or ESB) and a 6-Speed Aisin Automatic Transmission (Sales Code DF2) or an AS66RC Aisin Automatic Transmission (Sales Code DF3).

SYMPTOM/CONDITION:

Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find that the following DTC has been set:

- U1111-00 - Lost Odometer Message (**DD, DF, and DP with Diesel Engine Only**).

In addition, the customer may notice one or more of the following conditions:

- ****The customer may notice a harsh 2-3 and/or 3-4 shift (2017 MY D2 with ETK 6.7L Diesel and DF2 Transmission Only).****
- 1-2 hard shift.
- 3-4 flare issue fix.
- Trans quick learn fix (**Gas Engine Only**).
- Transmission oil temperature light illumination during high engine and tow loads.
- Less than desired towing performance while using cruise control.
- Harsh engagement while shifting from neutral to drive, neutral to reverse, or park to reverse with vehicle still in motion (rolling garage shift).
- Engine flare during 2-1 tip in downshift.
- Less than desired shift quality during 6-5 and 5-4 coasting downshifts.

- Delayed downshifts in Tow/Haul mode while driving down grades.
- Less than desired transmission shift performance when transitioning from a low traction to high traction surfaces i.e. ice covered road to clear pavement.
- Less than desired shift points during light pedal and Wide Open Throttle (WOT) operation or while in Tow/Haul and engine brake modes.
- 1-2 upshift shudder correction (**Diesel engine and DF2 Transmission Only**).
- A harsh 1-2 upshift (**DF2 Transmission Only**).
- Excessive gear shifting (**DF2 Transmission Only**).
- Harsh 2-1 downshift (**DF2 Transmission Only**).
- Delayed engagement when shifting from neutral to drive, neutral to reverse, or park to reverse (garage shifts) (**DF2 Transmission Only**).
- Audible squawk noise on 4-3 downshift (**DF2 Transmission Only**).
- Poor vehicle acceleration in first gear with vehicle fully loaded (**DF2 Transmission Only**).
- MIL illumination with no defect found for **DTC P253D - PTO Sense Circuit High (DF2 Transmission Only)**.

In addition, the following software enhancements are available:

- Cruise control shift quality improvements while on coast down.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If 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.

If the customer describes the symptom/condition listed above 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 TCM with the latest available software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. Is the vehicle a 2017 MY D2 vehicle with a 6.7L I6 CUMMINS Turbo Diesel Engine (Sales Code ETK) and 6-Speed Aisin Automatic Transmission (Sales Code DF2)?
 - YES>>> Proceed to [Step 4](#).
 - NO>>> Proceed to [Step 3](#).
3. Once programming is complete, perform the "Quick Learn" procedure using the wiTECH.
4. 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 them to be cleared.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-05-MS	Module, Transmission Control (TCM) - Reprogram (For 2017 MY D2 vehicles with Sales Codes ETK and DF2 Only) (0 - Introduction)	2 - Automatic Transmission	0.2 Hrs.
18-19-05-LJ	Module, Transmission Control (TCM) - Reprogram (**For All Other Vehicles**) (Includes Quick Learn Procedure) (0 - Introduction)	2 - Automatic Transmission	0.3 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 6 minutes. 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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