SERVICE BULLETIN

NUMBER: 08-123-19 REV. A

GROUP: 08 - Electrical

DATE: December 14, 2019

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This bulletin supersedes Service Bulletin 08-123-19, dated December 12, 2019, which should be removed from your files. All revisions are highlighted with **asterisks and include converting to an RRT, build date change and additional LOP.**

****This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 19-103, dated December 14, 2019. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.****

SUBJECT:
Flash: Body Control Module (BCM) Enhancements

OVERVIEW:
This bulletin involves updating the Body Control Module (BCM) with the latest available software.

MODELS:

2018 - 2020	(VM)	RAM ProMaster City

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

NOTE: This bulletin applies to vehicles built on or before **September 18, 2019 (MDH 0918XX).**

SYMPTOM/CONDITION:
Customer may experience one or more of the following:

- A warning on the Electronic Vehicle Information Center (EVIC) stating that the running lights are out. Further inspection reveals all lights are functional.
- Battery state of charge may be low.

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 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.

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.

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. **Does the BCM have the latest software already installed?
   - YES>>> This bulletin has been completed, use inspect LOP (18-19-02-Z4) to close the active RRT.
   - NO>>> Proceed to Step 2.**
2. Reprogram the BCM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
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.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
**18-19-02-Z4	Module, Body Control - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.**
18-19-02-EU	Module, Body Control - Inspect and Reprogram (0 - Introduction)	6 - Electrical and Body Systems	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 depending on if this is a Rapid Response Transmittal (RRT) or Service Bulletin.**

- The "RF" failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RRT.
- The failure code "RF" (Required Flash) can no longer be used on Service Bulletin flashes. **The "RF" failure code must be used on an RRT.**
- 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 must be supplied.**

RF	Required Flash - RRT
CC	Customer Concern