



NUMBER: 21-034-19 REV. A

GROUP: 21 - Transmission and Transfer Case

DATE: November 28, 2019

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This bulletin supersedes Service Bulletin 21-034-19, dated August 1, 2019, which should be removed from your files. No **asterisks**** are being used for removal of a symptom/condition. ****Asterisks**** are being used for an additional repair procedure step and LOP.**

SUBJECT:

Flash: Transmission Control Module (TCM) Updates

OVERVIEW:

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

MODELS:

2019	(D2)	RAM 3500 Pickup
2019	(DD)	RAM 3500 Cab Chassis
2019	(DF)	RAM 3500 <10K Cab Chassis
2019	(DJ)	RAM 2500 Pickup

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

NOTE: This bulletin applies to vehicles built on or before June 10, 2019 (MDH 0610XX) equipped with a 6.4L V8 Heavy Duty Hemi MDS Engine (Sales Codes ESA or ESB) and an 8-SPD Auto 8HP75-LCV Transmission (Sales Code DFX).

SYMPTOM/CONDITION:

The following software enhancements are available:

- Harsh garage shift engagements in to either reverse or drive resulting in excessive shift bump.
- While in hill descent control, utilizing Electronic Range Select (ERS) buttons to modulate speed, the ERS buttons give a lower or higher gear than required/desired.
- Under light to medium brake maneuvers on flat ground, customer complains of harsh 4-3 (lines up to with ECO mode transition).

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

If a customer describes the symptom/condition listed above 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. ****Was the reprogram *only* done to address garage shift complaints?**
 - YES>>> Clear adapts and run 'Static Adaptation' (Quick Learn).
 - NO>>> Proceed to [Step 3](#) of the Repair Procedure.**
3. 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-MD	Module, Transmission Control (TCM) - Reprogram Only (0 - Introduction)	2 - Automatic Transmission	0.2 Hrs.
18-19-05-MV	Module, Transmission Control (TCM) - Reprogram and Perform Quick Learn (0 - Introduction)	2 - Automatic Transmission	0.3 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 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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