



**NUMBER:** 18-010-20

**GROUP:** 18 - Vehicle Performance

**DATE:** February 6, 2020

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**SUBJECT:**

Flash: Powertrain Control Module (PCM) Updates

**OVERVIEW:**

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

**MODELS:**

2020 (DT) RAM 1500 Pickup

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

**NOTE:** This bulletin applies to vehicles built on or before November 04, 2019 (MDH 1104XX) equipped with a 5.7L V8 HEMI MDS VVT eTorque Engine (Sales Code EZL).

**SYMPTOM/CONDITION:**

The customer may comment on one or more of the following:

- Bump sensation during a coast down with light acceleration.
- Abnormal vibration when accelerating lightly during stop and go driving conditions.

**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 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/conditions listed above, perform the Repair Procedure.

**REPAIR PROCEDURE:**

**NOTE:** The Transmission Control Module (TCM) and Hybrid Control Processor (HCP) 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 TCM and HCP 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 PCM 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 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 TCM and HCP are programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the TCM and HCP software.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-19-06-BA	Module, Powertrain Control (PCM) - 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 2 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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