



**NUMBER:** 21-007-20

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

**DATE:** February 6, 2020

*This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.*

**SUBJECT:**

Flash: Transmission Control Module (TCM) Updates

**OVERVIEW:**

This bulletin involves reprogramming the TCM 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 Engine (Sales Code EZH) and a 8-SPD Auto 8HP75 transmission (Sales Code DFR).

**SYMPTOM/CONDITION:**

Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find one or more of the following Diagnostic trouble Codes (DTCs) have been set:

- P0731-00 - Gear 1 Shift Incorrect Ratio.
- P0733-00 - Gear 3 Shift Incorrect Ratio (while operating in 4-Lo range).
- P0734-00 - Gear 4 Shift Incorrect Ratio.

The customer may describe the following:

- Bump/clunk felt during 1-2, 2-3, 4-5 or 5-6 upshifts.

The following enhancement is also included in this software update:

- Improvements in prematurely setting the following DTCs: P0731, P0733, P0734.
- Improved 1-2, 2-3, 4-5 or 5-6 upshifts to eliminate bump/clunk felt during these upshifts.

**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 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:** 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 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
18-19-05-NG	Module, Transmission Control (TCM) - Reprogram (0 - Introduction)	2 - Automatic Transmission	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 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
----	------------------