



NUMBER: 21-009-20

GROUP: 21 - Transmission and Transfer Case

DATE: February 11, 2020

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This bulletin supersedes Service Bulletin 21-002-19 REV. A, dated June 29, 2019, which should be removed from your files. All revisions are highlighted with **asterisks**** and include removal of the build date, additional Diagnostic Trouble Codes (DTCs) and LOP.**

SUBJECT:

Flash: Transmission Control Module (TCM) Updates

OVERVIEW:

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

MODELS:

2019 (DT) RAM 1500 Pickup

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

NOTE: This bulletin applies to vehicles equipped with a 5.7L V8 Hemi MDS VVT Engine (Sales Code EZH) and a 8-SPD Automatic 8HP75 Transmission (Sales Codes DFR or DFV).

SYMPTOM/CONDITION:

Some customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find one or more of the following DTCs:

- ****P1DDE-00 - Ignition Run-Start Input 1-2 Correlation (Sales Code DFR Only).**
- **P1DF3-00 - ECU Not Initialized (Sales Code DFR Only).****
- P0733-00 - Gear 3 Shift Incorrect Ratio (while operating in 4-Lo range).
- P0716-00 - Input Shaft Speed Sensor 1 Performance.
- P0721-00 - Output Shaft Speed Sensor Circuit Performance.
- P1DB6-00 - Vehicle Speed Signal Performance.
- P1DAB-00 - Vehicle Speed Undetermined.
- P215C-00 - Output Shaft Speed Wheel Speed Correlation.
- P0607-00 - ECU Internal Performance.
- P1DAC-00 - Engine Speed Undetermined.
- P07BF-00 - Input/Turbine Shaft Speed Sensor 1 Circuit Low.
- P07C0-00 - Input/Turbine Shaft Speed Sensor 1 Circuit High.
- P077C-00 - Output Shaft Speed Sensor Circuit Low.
- P077D-00 - Output Shaft Speed Sensor Circuit High.
- P177F-00 - Output Shaft Speed Sensor Out Of Range High.
- P1778-00 - Input-Turbine Shaft Speed Sensor A Out Of Range High.
- P0731-00 - Gear 1 Shift Incorrect Ratio.
- P0979-00 - Shift Solenoid 3 Control Circuit Low.
- P1DCD-00 - TCM Monitoring Processor Performance Multiple Clutches Locked Up.

In addition, the following software enhancements are also available:

- Auto-start Improvements.
- Low speed coast down bump improvements.
- Tip in bump improvements.
- Bump during tow/haul high throttle acceleration.
- Gear hunting during cruise resume.
- Gear hunting during uphill trailer tow.
- Cruise control under-speed during uphill trailer tow.
- Gear hunting during highway speed operation.
- Hang in gear when driver desires earlier upshift/lower engine speed operation.
- Coast-down downshift improvements for 6-5, 5-4 and 4-3.
- Coast-down downshift improvements for 2-1.
- Cold temperature downshift improvements for 6-5 and 4-3.
- Cold temperature upshift improvements for 1-2, 2-3, 3-4, 4-5 and 6-7.
- Garage shift D-R-D improvements.
- Tip in/Wide Open Throttle (WOT) downshift improvements.
- Tip in during 2-1 coast-downs refinements to address a “bump” feeling.

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-NH	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
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