



NUMBER: 18-011-20

GROUP: 18 - Vehicle Performance

DATE: February 18, 2020

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This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 20-011, dated February 18, 2020. 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: Powertrain Control Module (PCM) Updates

OVERVIEW:

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

MODELS:

2020 (DS) 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 January 02, 2020 (MDH 0102XX) equipped with a 5.7L V8 HEMI MDS VVT Engine (Sales Code EZH).

SYMPTOM/CONDITION:

Customers may experience the following:

- Extended or longer than usual engine crank time.
This conditions usually happens after a cold engine start and the vehicle is turned off and turned on within 3-5 minutes this will result in an extended or longer crank than usual before the vehicle restarts.

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 or DTC, 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 PCM control module have the latest software already installed?
 - YES>>> This bulletin has been completed, use inspect LOP (18-19-06-BQ) to close the active RRT.
 - NO>>> Proceed to [Step 2](#).
2. Reprogram the PCM 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.
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
18-19-06-BQ	Module, Powertrain Control (PCM) - Inspect (0 - Introduction)	1 - Engine Repair and Performance	0.2 Hrs.
18-19-06-BR	Module, Powertrain Control (PCM) - Inspect and Reprogram (0 - Introduction)	1 - Engine Repair and Performance	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 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