



NUMBER: 18-019-20

GROUP: 18 - Vehicle Performance

DATE: March 4, 2020

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This bulletin supersedes Service Bulletin 18-054-19, dated June 26, 2019, which should be removed from your files. All revisions are highlighted with **asterisks**** and include removal of build dates, additional Diagnostic Trouble Codes (DTCs) and LOP.**

SUBJECT:

Flash: Powertrain Control Module (PCM) Updates

OVERVIEW:

This bulletin involves reprogramming the Engine Control Module/Powertrain Control Module (ECM/PCM) with the latest available software.

MODELS:

2019	(DD)	RAM 3500 Cab Chassis
2019	(DP)	RAM 4500/5500 Cab Chassis

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

NOTE: This bulletin applies to vehicles equipped with a 6.7L I6 Cummins Turbo Diesel Engine (Sales Code ETN).

SYMPTOM/CONDITION:

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

- ****P0626 - Generator Field Control Circuit High.**
- P218F - Reductant No Flow Detected.
- P2002 - Diesel Particulate Filter Efficiency Below Threshold.
- P24A5 - EGR Cooler Bypass Bank 1 Control Stuck.
- P0191 - Fuel Rail Pressure Sensor Circuit Performance.
- P0461 - Fuel Level Sensor 1 Performance.
- P0401 - EGR System Performance.**
- P20EE - NOx Catalyst Efficiency Below Threshold.
- P061A - Level 2 Torque Performance.
- P061B - Internal Control Module Torque Calculation Performance.
- P061E - Internal Control Module Brake Signal Performance.
- P062C - Etc Level 2 MPH Performance.
- P0106 - Manifold Absolute Pressure Sensor Performance (In extreme cold ambient temperatures).
- P0116 - Engine Coolant Temperature Sensor Performance.
- P0420 - Catalyst System Efficiency Bank 1.
- P1507 - Crankcase Filter Restriction.
- P20E8 - (Diesel Exhaust Fluid) Reductant Pressure Too Low.

- P203F - (Diesel Exhaust Fluid) Reductant Level Too Low.
- P226C - Turbocharger Boost Control "A" Slow Response (In extreme cold ambient temperatures).
- P2579 - Turbocharger Speed Sensor Circuit.
- U0101 - Lost Communication with TCM.
- U02A3 - Lost of Communication with PM Sensor.
- U3017 - Control Module Timer/Clock Performance.

The customer may also notice one or more of the following:

- Oil life monitor resets after PCM flash.
- Diesel Exhaust Fluid (DEF) level gauge inaccurate.
- Message "Regen in progress will take up to 70 Minutes" remains in Electronic Vehicle Information Center (EVIC) when aborting manual regeneration process.
- Excessive DEF consumption.
- Poor idle at times when engaging cab heat feature.

In addition, the following enhancements are included:

- wiTECH Fuel System Run-Up Test Improvement.
- wiTECH Fan Actuation Test Improvement.
- Smart exhaust brake operation improvement.
- Engine warm up protection system improvement. Max engine speed limit change from 1,200 RPM to 1,000 RPM during initial startup in extreme cold ambient temperatures.
- Improved shift quality and engine performance when in 4LO.
- Idle shutdown timer system improvement.

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 ones 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 or if the technician finds the DTCs, 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 PCM/ECM 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. Using Wi-Tech, perform the "Oil Life Restore" procedure located in the ECM "Misc Functions".

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-04-KJ	Module, Engine Control (ECM) - Reprogram (1 - Semi-Skilled)	10 - Diesel	0.4 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 10 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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