



NUMBER: 08-028-20

GROUP: 08 - Electrical

DATE: March 5, 2020

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SUBJECT:

Flash: Hybrid Control Processor (HCP) Updates

OVERVIEW:

This bulletin involves updating the HCP 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 February 08, 2020 (MDH 0208XX) equipped with a 3.6L V6 24V VVT eTorque Engine UPG I (Sales Code ERG).

SYMPTOM/CONDITION:

Customers may experience the following:

- Bump or shutter felt during engine start/stop (ESS) situation.

The following enhancement is also included in this software update:

- Improvements to engine start stop quality to eliminate bumps or shutter.
- Improvements to motor rotor temperature model for robustness.

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 the customer describes the symptom/condition listed above, perform the Repair Procedure.

REPAIR PROCEDURE:

NOTE: The Powertrain Control Module (PCM) and Transmission Control Module (TCM) 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 PCM and TCM 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.

CAUTION! The HCP is flash programmable and is sensitive to cold temperature during module flashing. The HCP will need to be flashed when the vehicle is at room temperature. Failure to flash the module at room temperature can cause the flash procedure to not complete which could suggest an unnecessary component replacement.

1. Reprogram the HCP with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application' "HELP" tab.
2. Clear any DTCs that may have been set in other modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
3. Verify the PCM and TCM are programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the PCM and TCM software.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-86-9E	Hybrid Control Processor (HCP) - 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 5 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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