



NUMBER: 18-036-20

GROUP: 18 - Vehicle Performance

DATE: April 9, 2020

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This bulletin supersedes Service Bulletin 18-093-18, dated December 21, 2018, which should be removed from your files. All revisions are highlighted with **asterisks**** and include additional note.**

SUBJECT:

Flash: Powertrain Control Module (PCM) Updates

OVERVIEW:

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

MODELS:

2018	(D2)	RAM 3500 Pickup
2018	(DD)	RAM 3500 Cab Chassis
2018	(DF)	RAM 3500 <10K Cab Chassis
2018	(DJ)	RAM 2500 Pickup
2018	(DP)	RAM 4500/5500 Cab Chassis

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

NOTE: This bulletin applies to vehicles equipped with a 6.4L V8 Heavy Duty Hemi MDS Engine (Sales Code ESA or ESB) and 6-SPD Automatic 66RFE Transmission (Sales Code DFP) or a 6-SPD Auto Aisin AS69RC HD Trans (Sales Code DF3).

SYMPTOM/CONDITION:

NOTE: ****This bulletin fixes all vehicles listed and also contains an optional software path for situations where the customer is specifically complaining of a drone noise, shudder, pulsation, or vibration under light throttle applications, while vehicle is operating in Multi Displacement System/Economics (MDS/ECO) mode (optional software available for D2 & DJ vehicles).**

There will be two separate software options displayed on the wiTECH flash tab. The software file released for this condition contains the verbiage "MDS NOISE". The other file is the standard software that does not contain improvements for the drone/shudder concern. If for some reason the customer finds this shudder improvement objectionable, the PCM software may be returned/reflashed to the standard version.

Both software versions will address the remaining conditions noted in the bulletin.**

The customer 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):

- P3402 - Cylinder 1 Deactivation Control Performance.
- P3426 - Cylinder 4 Deactivation Control Performance.
- P3442 - Cylinder 6 Deactivation Control Performance.
- P3450 - Cylinder 7 Deactivation Control Performance.
- P0128 - Thermostat Rationality.

Customers may also describe the following condition:

- Heater not warming cabin sufficiently and engine slow to warm up. This condition could be caused by a malfunctioning thermostat which is not associated with an HVAC issue.

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 a customer describes the symptom/condition listed above or if the technician finds 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.

NOTE:

1. 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.
2. 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-YN	Module, Powertrain Control (PCM) - Reprogram (0 - Introduction)	1 - Engine Repair And Performance	0.3 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 8 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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