



NUMBER: 18-076-20 REV. A

GROUP: 18 - Vehicle Performance

DATE: November 3, 2020

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This bulletin supersedes Technical Service Bulletin (TSB) 18-076-20, date of issue September 3, 2020, which should be removed from your files. All revisions are highlighted with **asterisks**** and include additional symptoms/condition and LOP.**

This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 18-130, date of issue December 04, 2018. 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. This RRT will expire 18 months after the date of issue.

SUBJECT:

Flash: Powertrain Control Module (PCM) Updates

OVERVIEW:

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

MODELS:

2019 (DT) RAM 1500 Pickup

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, APAC, EMEA and LATAM.

NOTE: This bulletin applies to vehicles equipped with a 5.7L V8 Hemi MDS VVT eTorque Engine (Sales Code EZL).

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 Diagnostic Trouble Codes (DTCs) has been set:

- P0339 - Crankshaft Position Sensor Intermittent.
- P0335 - Crankshaft Position Sensor Circuit.
- P258B - Electronic Vacuum Pump Performance.
- P0456 - EVAP System Small Leak.

NOTE: If DTC P0456 is present use the wiTECH Small Leak Verification Test (SLVT) to determine if a leak is present in the system.

The customer may comment on one or more of the following:

- **ECO light does not illuminate in the instrument cluster during Multiple Displacement Solenoid (MDS) event.
- 2-3 km (1.4 to 1.9 mph) difference between cruise set speed and the actual vehicle speed.**
- “Ready Not Ready” appearing message in the Electronic Vehicle Information Center (EVIC) while driving and before an Engine Stop Start (ESS) event.
- The engine may exhibit a crank and fail to start situation.
- Vehicle has a rough idle only after cold start.
- The radiator cooling fan is stuck on for a long time while driving.
- Coolant temp/check gauges light illuminated in the Instrument Panel Cluster (IPC).

In addition, the following software enhancements are also available:

- Radiator cooling fan operation strategy.
- Updated electric vacuum pump calibration to reduce pump wear.
- Small leak detection in-use monitor performance ratio.

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 the DTC, perform the Repair Procedure.

REPAIR PROCEDURE:

NOTE: The Transmission Control Module (TCM) and Hybrid Control Processor (HCP) 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 TCM and HCP 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.

1. Reprogram the PCM 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. Verify the TCM and HCP are programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the TCM and HCP software.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-06-CJ	Module, Powertrain Control (PCM) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 6 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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