



NUMBER: 18-062-20 REV. A

GROUP: 18 - Vehicle Performance

DATE: December 16, 2020

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This bulletin supersedes Technical Service Bulletin (TSB) 18-062-20, date of issue August 13, 2020, which should be removed from your files. All revisions are highlighted with **asterisks**** and includes update build date, markets, additional symptoms/conditions, Diagnostic Trouble Codes (DTCs) and LOP.**

SUBJECT:

Flash: Powertrain Control Module (PCM) Updates

OVERVIEW:

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

MODELS:

2020 (DT) RAM 1500 Pickup

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

NOTE: This bulletin applies to vehicles equipped with a 5.7L V8 HEMI MSDS V.V.T. Engine (Sales Code EZH).

SYMPTOM/CONDITION:

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

- P0300 - Multiple Cylinder Misfire.
- P0301 - Cylinder 1 Misfire.
- P0302 - Cylinder 2 Misfire.
- P0303 - Cylinder 3 Misfire.
- P0304 - Cylinder 4 Misfire.
- P0305 - Cylinder 5 Misfire.
- P0306 - Cylinder 6 Misfire.
- P0307 - Cylinder 7 Misfire.
- P0308 - Cylinder 8 Misfire.**

The customer may experience one or more of the following:

- ****Rough idle/misfire only after cold start****
- ECO light does not illuminate in the cluster when Multiple Displacement System (MDS) is active (**EMEA, LATAM and APAC**).
- 2-3 kph (1.3-1.9 mph) difference between cruise set speed and the actual vehicle speed (**EMEA, LATAM and APAC**).

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 any DTC, 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 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.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-06-CP	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 2 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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