



NUMBER: 08-073-20

GROUP: 08 - Electrical

DATE: August 7, 2020

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This bulletin supersedes Service Bulletin 08-041-19 REV. A, dated August 1, 2019, which should be removed from your files. All revisions are highlighted with **asterisks**** and include additional model year, RRT number, updated build date, Diagnostic Trouble Codes (DTCs), symptom/condition and LOP.**

****This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 20-043, dated August 07, 2020. 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 Service Library. All repairs are reimbursable within the provisions of warranty.****

SUBJECT:

Flash: Air Suspension Control Module (ASCM) Updates

OVERVIEW:

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

MODELS:

2019 - **2020**	(DJ)	RAM 2500 Pickup
2019 - **2020**	(D2)	RAM 3500 Pickup

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

NOTE: This bulletin applies to vehicles built on or before **June 18, 2020 (MDH 0618XX)**** equipped with Auto Level Rear Air Suspension (Sales Code SEB).**

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:

- ****U0132 - Loss of Communication with Air Suspension Control Module.**
- **C15E1-97 - Left Rear Air Spring Intake - Component or System Operation Obstructed or Blocked.****
- **C220C-48 - Active Suspension Module Internal-Supervision Software Failure (2019 MY Only).**
- **C211B-92 - Ignition Run/Start Input-Performance Or Incorrect Operation (2019 MY Only).**
- **C156C-7A - Ride Height System Air Leak-Fluid Leak Or Seal Failure (2019 MY Only).**

In addition the customer may describe:

- ****Air spring deflated or ruptured.**
- Right/left rear suspensions sits lower than the other side.
- During key "On" or while driving, the "service air suspension" light illuminates.
- Chime and "Service Air Suspension Immediately" message appeared in the cluster for 5 seconds.
- Air suspension system is inoperable.**
- Excessive operation or noise from air suspension system when vehicle is stationary **(2019 MY Only)**.
- "Air Suspension Disabled" message when attempting Bed Lowering Mode (BLM) **(2019 MY Only)**.
- Excessive compressor valve cycling following a cold start **(2019 MY with Diesel engine only)**.
- Erroneous "Bed Low Achieved" message through the Instrument Panel Cluster (IPC), when requesting lowering, even though the truck didn't physically lower.
- Ride height changes/valve actuations without operator request on rough roads.

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 above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition or 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. Is the ASCM software at the latest version?
 - YES >>> This bulletin has been completed, use inspect LOP (18-19-36-9A) to close the active RRT. Normal diagnosis should be performed.
 - NO >>> Proceed to [Step 2](#).
2. Reprogram the ASCM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
3. 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
**18-19-36-9A	Module, Air Suspension Control (ASCM) - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-36-9B	Module, Air Suspension Control (ASCM) - Inspect and Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.**

NOTE: The expected completion time for the flash download portion of this procedure is approximately 12 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

The dealer must choose which failure code to use depending on if this is a Rapid Response Transmittal (RRT) or Service Bulletin.

- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RRT.
- The failure code “RF” (Required Flash) can no longer be used on Service Bulletin flashes. **The “RF” failure code must be used on an RRT.**
- 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 must be supplied.

RF	Required Flash - RRT
CC	Customer Concern