



NUMBER: 18-028-21

GROUP: 18 - Vehicle Performance

DATE: March 13, 2021

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SUBJECT:

Flash: Powertrain Control Module (PCM) Updates

OVERVIEW:

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

MODELS:

2021 (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 16, 2021 (MDH 0216XX) equipped with a 3.0L V6 Turbo Diesel Engine W/ESS (Sales Code EXH).

SYMPTOM/CONDITION:

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

- P0524 - Low oil pressure (during start up in cold ambient temps).
- P249C-00 - Excessive Time To Enter Closed Loop Reductant Injection Control.
- P02E8-00 - Diesel Intake Air Flow Position Sensor Circuit Low.
- P20FB-00 - Reductant Pump 2 Control Performance.
- P065A-00 - Generator System Performance.
- P00AF-00 - Turbocharger Boost Control Module "A" Performance.
- P200A-00 - Intake Manifold Runner Performance - Bank 1.
- P200B-00 - Intake Manifold Runner Performance - Bank 2.
- P0106-00 - Manifold Absolute Pressure Sensor Performance.

Customers may experience the following:

- Radio may reset during engine idle.
- Electronic Throttle Control (ETC) lamp turns on.
- After a long cold soak a stumble/hesitation is felt during the first few light accelerations.
- Turbo Surge in park or neutral and high Idle.
- The cruise control and speed limited set speed doesn't match the speedometer. It could be up to 2.5 kpm (1.5 mph) difference.

Other Software enhancements:

- Speedometer accuracy improvement(s).
- Cruise control updates.
- Battery durability improvements in hot ambient temperatures.
- Improved idle quality during remote start.

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 the customer describes the symptom/condition listed above or if the technician finds the 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 available software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. Cycle ignition off for 3 minutes to properly complete the PCM update.
3. 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
18-19-04-MQ	Module, Powertrain Control (PCM) - Reprogram (0 - Introduction)	10 - Diesel	0.3 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 7 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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