



**NUMBER:** 08-041-21

**GROUP:** 08 - Electrical

**DATE:** March 18, 2021

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**SUBJECT:**

Flash: Body Control Module (BCM) Updates

**OVERVIEW:**

This bulletin involves updating the BCM with the latest available software.

**MODELS:**

2020 (DT) RAM 1500 Pickup

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

**NOTE:** This bulletin applies to vehicles equipped with Remote Start System (Sales Code XBM).

**SYMPTOM/CONDITION:**

Customer may comment that after pressing the remote start button twice on the key FOB, vehicle will chirp once, and fail to initiate remote start.

This issue may be accompanied by a low voltage remote start inhibit monitor.

**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 Diagnostic Trouble Codes (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, 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 BCM 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. Cycle the ignition off, unplug wiTECH pod and close the doors to let all modules go to sleep, this may take one minute.
4. Reconfigure the BCM, using wiTECH, restore vehicle configuration. This routine is available under the 'Guided Diagnostic'.
5. Reconnect wiTECH and clear any DTCs that may have been set in any module during the reconfigure.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-19-02-GA	Module, Body Control (BCM) - Reprogram, Includes Restore Vehicle Configuration (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 4 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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