



NUMBER: 08-082-21

GROUP: 08 - Electrical

DATE: May 14, 2021

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SUBJECT:

Flash: Body Control Module (BCM) Diagnostic and System Improvements

OVERVIEW:

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

MODELS:

2021	(DD)	RAM 3500 Cab Chassis
2021	(D2)	RAM 3500 Pickup
2021	(DJ)	RAM 2500 Pickup
2021	(DP)	RAM 4500 Cab Chassis
2021	(DF)	RAM 3500 <10K Cab Chassis
2021	(DX)	RAM Truck (Mexico)

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

NOTE: This bulletin applies to vehicles built on or before March 29, 2021 (MDH 0329XX) equipped with Chrome Accent Shift Control (Sales Code CV1) or Urethane Shift Control (Sales Code CV3) or Leather Wrapped Shift Control (Sales Code CVB).

SYMPTOM/CONDITION:

The customer may describe the following:

- The shifter gets stuck in park.

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, 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 available 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. Using wiTECH, perform a restore vehicle configuration, under "Activities" menu and "Guided Diagnostic" tab.
4. Turn off the vehicle, unplug the wiTECH and open and close the driver's door. Let all modules go to sleep (this should take about two minutes).
5. Reconnect wiTECH and clear any DTC's which may have been set during the reconfiguration procedure.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-02-GE	Module, Body Control (BCM) - 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 8 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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