



NUMBER: 08-171-21

GROUP: 08 - Electrical

DATE: November 6, 2021

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SUBJECT:

Flash: Comfort Seat and Wheel Module (CSWM) Enhancements

OVERVIEW:

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

MODELS:

2021	(D2)	Ram 3500 Pickup
2021	(DD)	RAM 3500 Cab Chassis
2021	(DF)	RAM 3500 <10K Cab Chassis
2021	(DJ)	RAM 2500 Pickup
2021	(DP)	RAM 4500/5500 Cab Chassis

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

NOTE:

- This bulletin applies to vehicles equipped with with Heated Steering Wheel (Sales Code NHS).

SYMPTOM/CONDITION:

The customer may describe the following:

- The heated steering wheel gets too hot for customer comfort.

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 CSWM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application' "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
18-52-34-9C	Module, Comfort Seat and Wheel (CSWM) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 1 minute. 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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