



NUMBER: 21-002-21

GROUP: 21 - Transmission and Transfer Case

DATE: January 26, 2021

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This bulletin supersedes Technical Service Bulletin (TSB) 21-001-20, date of issue January 11, 2020, which should be removed from your files. All revisions are highlighted with **asterisks**** and include an additional engine, symptom/conditions, updated failure code statement and LOP.**

This Technical Service Bulletin has also been released as a Rapid Response Transmittal (RRT) 19-095, dated November 09, 2019. 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 DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RRT will expire 18 months after the date of issue.

SUBJECT:

Flash: Transmission Control Module (TCM) Updates

OVERVIEW:

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

MODELS:

2019 (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 equipped with a 6.7L I6 Cummins Turbo Diesel Engine (Sales Codes **ETL**** or ETM) and an 6-SPD Automatic AISIN AS69RC HD Transmission (Sales Code DF2).**

NOTE: The RRT portion of this bulletin applies to vehicles built on or before August 23, 2019 (MDH 0823XX) equipped with a 6.7L I6 Cummins HO Turbo Diesel Engine (Sales Code ETM) and an 6-SPD Automatic AISIN AS69RC HD Transmission (Sales Code DF2).

SYMPTOM/CONDITION:

The customer may notice one or more of the following:

- ****Poor shift quality.**
- Shift or gear hunting.******
- A harsh 2-1 shift.
- Hesitation in up-shifts and/or down-shifts.
- Shudder and/or clunk when shifting into gear.

The following software enhancements are available:

- Stored faults can only be cleared by a diagnostic scan tool, this software will allow the TCM to self clear.
- 2-1 coast down-shift improvements.
- 1-2/2-3/3-4/4-5 and 5-6 shift improvements.

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 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, perform the repair.

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 vehicle on the RRT VIN list?
 - YES>>> Proceed to [Step 2](#).
 - NO>>> Proceed to [Step 3](#).
2. Does the TCM have the latest software already installed?
 - YES>>> This bulletin has been completed. Use inspection LOP (18-19-05-MN) to close the active RRT.
 - NO>>> Proceed to [Step 3](#).
3. Reprogram the TCM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
4. 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
18-19-05-MN	Module, Transmission Control (TCM) - Inspect S/W Level (0 - Introduction)	2 - Automatic Transmission	0.2 Hrs.
18-19-05-PG	Module, Transmission Control (TCM) - Inspect and Reprogram (0 - Introduction)	2 - Automatic Transmission	0.3 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 5 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