



**NUMBER:** 21-004-21

**GROUP:** 21 - Transmission and Transfer Case

**DATE:** January 28, 2021

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**SUBJECT:**

Flash: Transmission Control Module (TCM) Updates

**OVERVIEW:**

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

**MODELS:**

|      |      |                           |
|------|------|---------------------------|
| 2020 | (DD) | RAM 3500 Cab Chassis      |
| 2020 | (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 a 6.7L I6 Cummins Turbo Diesel Engine (Sales Code ETN) and an 6-SPD Auto Aisin AS66RC/AS69RC HD Transmission (Sales Codes DF2 or DF3).

**SYMPTOM/CONDITION:**

Customers may comment on one or more of the following:

- Poor shift quality.
- Shift or gear hunting.

**DIAGNOSIS:**

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 TCM 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 any Diagnostic Trouble Codes (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-PJ         | Module, Transmission Control (TCM) - 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 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 |
|----|------------------|