



**NUMBER:** 18-009-21

**GROUP:** 18 - Vehicle Performance

**DATE:** February 2, 2021

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**SUBJECT:**

Flash: Powertrain Control Module (PCM) Updates

**OVERVIEW:**

This bulletin involves reprogramming the Engine Control Module/Powertrain Control Module (ECM/PCM) with the latest available software.

**MODELS:**

2019 - 2020 (DJ) RAM 2500 Pickup

**NOTE:** This bulletin applies to vehicles within the following markets/countries: LATAM.

**NOTE:** This bulletin applies to vehicles equipped with a 6.7L I6 Cummins Turbo Diesel Engine (Sales Code ETL) and Euro Stage 5 Emissions W/EOBD 5 (Sales Code NBC).

**SYMPTOM/CONDITION:**

Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find the following Diagnostic Trouble Code (DTC) has been set:

- P0299-00 - Turbocharger Underboost.

**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 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/conditions listed above or if the technician finds the DTC, perform the Repair Procedure.

**INSPECTION:**

**NOTE:** You may be presented with two calibration choices when flashing the ECM. Please follow the inspection steps in this service bulletin closely to avoid choosing the incorrect calibration. Choosing the incorrect calibration will result in an undesirable noise from the High Pressure Fuel Pump, requiring the ECM to be flashed again with the correct calibration.

The fuel injection pump must be inspected to determine which design pump is installed on the vehicle. Older design pumps have an Asymmetrical design internal cam. The newer design pumps have a Symmetrical design internal cam. The design of the pump will determine which calibration will need to be programmed into the ECM. From outward appearance both pumps look identical, with the exception of specific identification marks machined into the body of the pump.

1. Inspect the fuel injection pump to see which pump the vehicle has:
  - Vehicles with the new style Symmetrical Cam design pump will have one large single dot embossed in the pump housing (Fig. 1) .
  - For vehicles equipped with a Symmetrical Cam pump, choose the calibration labeled Symetric Cam, or Sym Cam.



Fig. 1

**New Style Symmetrical Cam Design Pump**

1 - One large Single Dot on Housing

- Vehicles with the old style Asymmetrical Cam design will have multiple dots embossed in the pump housing (Fig. 2) .
- For vehicles with an Asymmetrical Cam pump, choose the calibration labeled Asymmetric Cam or Asym Cam.

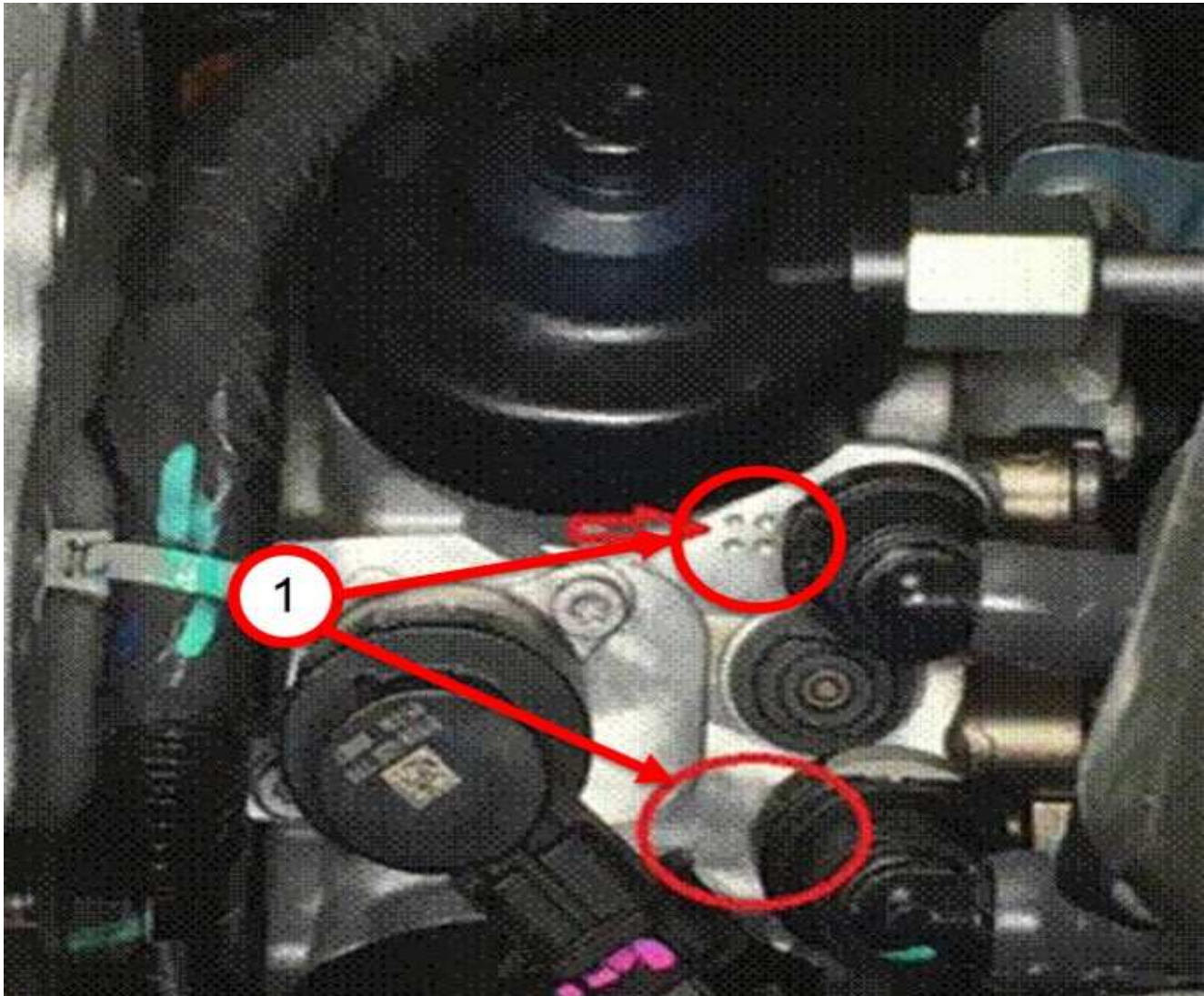


Fig. 2

Old Style Asymmetrical Cam Design Pump

1 - Multiple Dots on Housing

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**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 PCM/ECM 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. Perform the transmission "Quicklearn" procedure. Follow the detailed service procedures available in DealerCONNECT/Service Library, Service Info Section 08 - Electrical > 8E - Electronic Control Modules > Module, Transmission Control > Standard Procedure > Quicklearn.
3. 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.
4. Using wiTECH, perform the "Oil Life Restore" procedure located in the ECM "Misc Functions".

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
18-19-04-MC	Module, Engine Control (ECM) - Sym Cam Injection Pump Calibration - Inspect and Reprogram (1 - Semi-Skilled)	10 - Diesel	0.4 Hrs.
18-19-04-MD	Module, Engine Control (ECM) - Asym Cam Injection Pump Calibration - Inspect and Reprogram (1 - Semi-Skilled)	10 - Diesel	0.4 Hrs.

**NOTE: The expected completion time for the flash download portion of this procedure is approximately 10 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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