



NUMBER: 18-012-21 REV. A

GROUP: 18 - Vehicle Performance

DATE: March 5, 2021

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This bulletin supersedes Technical Service Bulletin (TSB) 18-012-21, date of issue February 05, 2021, which should be removed from your files. All revisions are highlighted with **asterisks**** and includes converting to an RRT, repair steps and LOP.**

****This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-027, date of issue March 05, 2021. 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: 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:

2020	(DJ)	RAM 2500 Pickup
2020	(D2)	RAM 3500 Pickup

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 ETL) or a 6.7L I6 Cummins HO Turbo Diesel Engine (Sales Code ETM).

SYMPTOM/CONDITION:

Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find that one or more of the following Diagnostic Trouble Codes (DTCs) have been set:

- P20E8-00 - Reductant Pressure Too Low.
- P0301-00 - Cylinder 1 Misfire (**Sym Cam Pump Only**).
- P0302-00 - Cylinder 2 Misfire (**Sym Cam Pump Only**).
- P0303-00 - Cylinder 3 Misfire (**Sym Cam Pump Only**).
- P0304-00 - Cylinder 4 Misfire (**Sym Cam Pump Only**).
- P0305-00 - Cylinder 5 Misfire (**Sym Cam Pump Only**).
- P0306-00 - Cylinder 6 Misfire (**Sym Cam Pump Only**).
- P1C54-00 - SCR NOx Catalyst Missing.
- P242F-00 - Diesel Particulate Filter Restriction - Ash Accumulation (**68RFE Only**).
- P2463-00 - Diesel Particulate Filter Restriction - Soot Accumulation Bank 1 (**68RFE Only**).
- P1451-00 - Diesel Particulate Filter System Performance (**68RFE Only**).
- P0299-00 - Turbocharger Underboost.

- P2706-00 - MS Solenoid Circuit (68RFE Only).
- P1D73-00 - AGS Performance.
- P0299-00 - Turbocharger Underboost.
- P2463-00 - Diesel Particulate Filter Restriction - Soot Accumulation Bank 1.
- P1451-00 - Diesel Particulate Filter System Performance.
- P242F-00 - Diesel Particulate Filter Restriction - Ash Accumulation.
- P24A5-00 - EGR Cooler Bypass Bank 1 Control Stuck (**Sales Code ETM**).
- P20EE-00 - NOx Catalyst Efficiency Below Threshold (**Sales Code ETM**).
- P0420-00 - Catalyst System Efficiency Below Threshold Bank 1 (**Sales Code ETM**).
- P2002-00 - Diesel Particulate Filter Efficiency Below Threshold (**Sales Code ETM**).
- P0191-00 - Fuel Rail Pressure Sensor Circuit Performance (**Sales Code ETM**).
- P0461-00 - Fuel Level Sensor 1 Performance (**Sales Code ETM**).
- P0401-00 - EGR System Performance (**Sales Code ETM**).
- P208B-00 - Reductant Pump 1 Control Performance (**Sales Code ETM**).

The customer may also notice one or more of the following:

- Harsh downshift clunk during exhaust brake deceleration.
- Diesel Exhaust Fluid (DEF) gauge erratic when DEF level is low.
- Stall when putting in reverse in cold ambient temps.
- Engine stumble during engine warm up.
- Unstable idle when AC compressor cycles.
- Engine surge felt while driving (**Sales Code ETM**).
- Idle fluctuation.

The following improvements are also included in this update:

- Oil change monitor improvement for severe duty operation.
- wiTECH "Fuel Injector Cutoff Test" fix.
- wiTECH Mass Air Flow (MAF) Sensor data display additional fix.
- Enabling wiTECH Particulate Matter (PM) Sensor Regeneration Test in PCM "Misc Functions".
- Engine Warm-up Protection Improvement to help promote better oil delivery to engine bearings during cold starts.
- Hydrocarbon Desorption (HCD) Mode operational improvement. HCD mode resumes after key cycle.
- Engine stumble improvement, during engine warm up (**Sales Code ETM**).
- Smoke improvement during highway driving and lower altitudes (sea level) (**Sales Code ETM**).

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 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 or DTC, perform the repair.****

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 Symmetric 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.

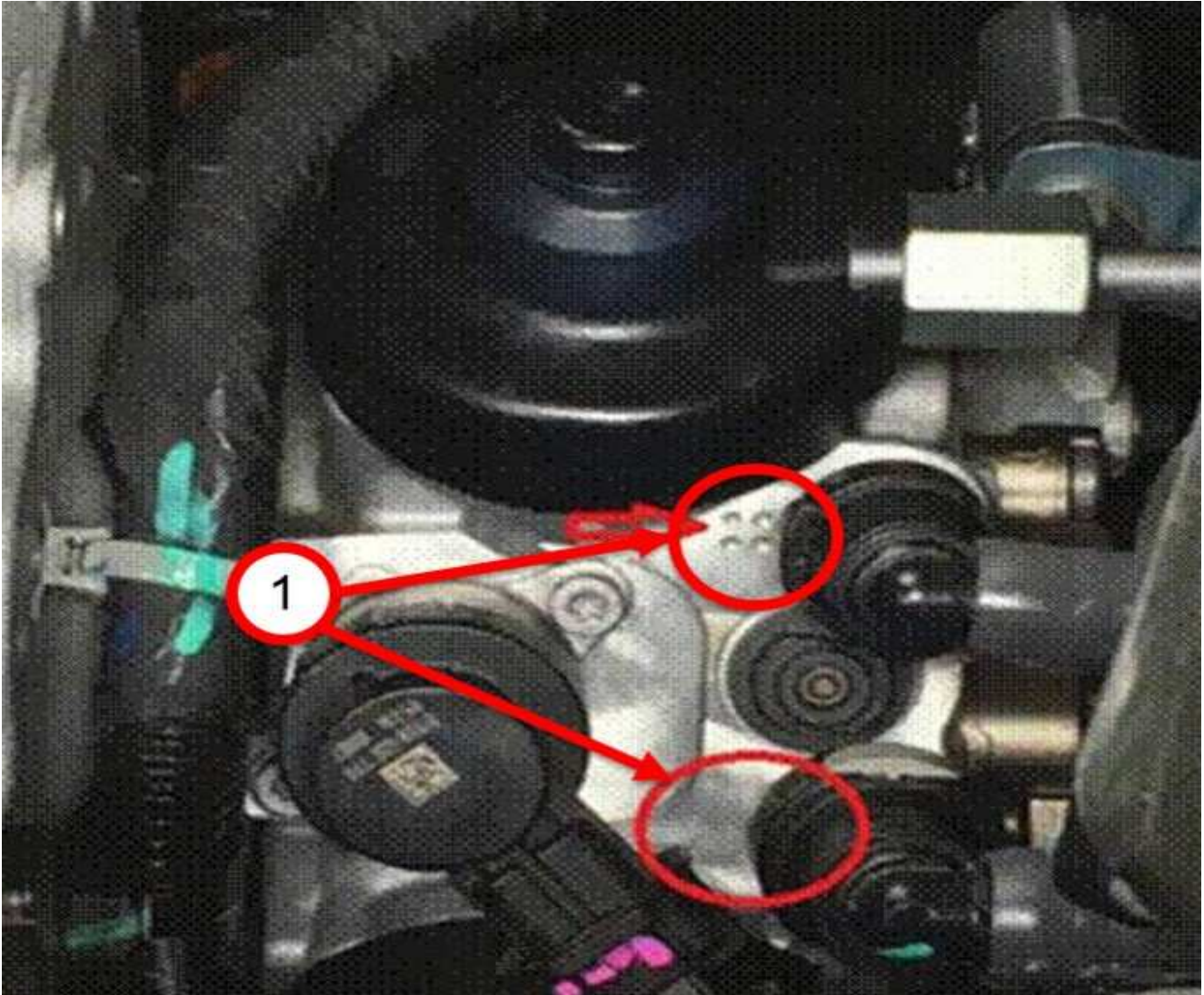


Fig. 2
Old Style Asymmetrical Cam Design Pump

1 - Multiple Dots on Housing

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](#) of the Repair Procedure.
 - NO>>> Proceed to [Step 3](#) of the Repair Procedure.
2. Does the PCM have the latest software already installed?
 - YES >>> This bulletin has been completed, use inspect LOP (18-19-04-AG) to close the active RRT.
 - NO >>> Proceed to [Step 3](#) of the Repair Procedure.**
3. 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.
4. Is this vehicle equipped with the 68RFE automatic transmission?
 - YES>>> Proceed to [Step 5](#) of the repair procedure.
 - NO>>> Proceed to [Step 6](#) of the repair procedure.
5. 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.
6. 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.
7. Using wiTECH, perform the "Oil Life Restore" procedure located in the ECM "Misc Functions".

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-04-AG	Module, Engine Control (ECM) - Inspect Only (1 - Semi-Skilled)	10 - Diesel	0.2 Hrs.
18-19-04-MJ	Module, Engine Control (ECM) - Sym Cam Injection Pump Calibration - Inspect and Reprogram (1 - Semi-Skilled)	10 - Diesel	0.4 Hrs.
18-19-04-MK	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 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