



NUMBER: 21-025-21

GROUP: 21 - Transmission and Transfer Case

DATE: July 16, 2021

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This bulletin supersedes Technical Service Bulletin 21-042-19, date of issue November 15, 2019, which should be removed from your files. All revisions are highlighted with **asterisks**** and include converting to an Rapid Response Transmittal (RRT), additional symptom/condition and LOP.**

****This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-093, date of issue July 16, 2021. All applicable Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the Un-Sold vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. 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:

2020 (DT) RAM 1500 Pickup

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

NOTE: This bulletin applies to vehicles equipped with a 3.0L V6 Turbo Diesel Engine GEN 3 (Sales Code EXH) and 8-Speed Automatic 8HP75 Transmission (Sales Code DFV).

SYMPTOM/CONDITION:

Customers may experience one or both of the following conditions:

- ****A Malfunction Indicator Lamp (MIL) event or failure with no Diagnostic Trouble Codes (DTCs) and the vehicle has less than 644 km (400 miles) on the odometer indicates it is likely the vehicle has experienced an unintentional code clear event.****
- Harsh 3-2 downshift.
- Harsh 1-2 and 2-3 upshifts when cold.
- 4-5 shift clunk.

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 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 inspect LOP (18-19-05-QG) to close the active RRT.
 - NO>>> Proceed to [Step 3](#).**
3. 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.
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-QG	Module, Transmission Control (TCM) - Inspect (0 - Introduction)	2 - Automatic Transmission	0.2 Hrs.
18-19-05-QD	Module, Transmission Control (TCM) - Inspect and Reprogram (0 - Introduction)	2 - Automatic Transmission	0.2 Hrs.**

NOTE: The expected completion time for the flash download portion of this procedure is approximately 4 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**