



NUMBER: 18-107-22

GROUP: 18 - Vehicle Performance

DATE: June 3, 2022

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This bulletin supersedes Technical Service Bulletin 18-062-16, dated June 04, 2016, which should be removed from your files. All revisions are highlighted with **asterisks**** and include additional symptoms/conditions and LOP.**

SUBJECT:

Flash: Powertrain Control Module (PCM) Updates

OVERVIEW:

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

MODELS:

2015	(DJ)	Ram 2500 Pickup
2015	(DD)	Ram 3500 Cab Chassis

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, EMEA, LATAM and APAC.

NOTE: This bulletin applies to vehicles equipped with 5.7L V8 HEMI CNG Engine (Sales Code EZF) or 5.7L V8 HEMI VVT Engine (Sales Code EZC).

SYMPTOM/CONDITION:

****The customer may describe extended engine cranking or starting times when the Compressed Natural Gas (CNG) tank level is low (DJ only) (Sales Code EZF only).****

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

- P0335 - Crankshaft Position Sensor Circuit.
- P0456 - EVAP System Small Leak.
- P2610 - PCM Internal Engine Off Timer Performance.
- P0300 - Multiple Cylinder Misfire.
- P0301 - Cylinder 1 Misfire.
- P0302 - Cylinder 2 Misfire.
- P0303 - Cylinder 3 Misfire.
- P0304 - Cylinder 4 Misfire.
- P0305 - Cylinder 5 Misfire.
- P0306 - Cylinder 6 Misfire.
- P0307 - Cylinder 7 Misfire.
- P0308 - Cylinder 8 Misfire.

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/condition listed above or if the technician finds the DTC, 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 PCM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application' "HELP" tab.
2. 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.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-06-G9	Module, Powertrain Control (PCM) - Reprogram (0 - Introduction)	1 - Engine Repair and Performance	0.2 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 Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Technical 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 Technical Service Bulletin flash/reprogramming conditions.

CC	Customer Concern
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