

Technical Service Bulletin (TSB)
Multiple Erroneous Diagnostic Trouble Codes (DTCs), Warning Lights or Possible No Start

REFERENCE:	TSB: 18-055-23 GROUP 18 - Vehicle Performance	Date:	May 3, 2023	REVISION:	–
VEHICLES AFFECTED:	2022 (DS) RAM 1500 Pickup This bulletin applies to vehicles built on or after February 01, 2022 (MDH 0201XX) and on or before September 13, 2022 (MDH 0913XX) equipped with 3.6L V6 24V VVT Engine (Sales Code ERB).			MARKET APPLICABILITY:	
				<input checked="" type="checkbox"/> NA	<input type="checkbox"/> MEA
				<input checked="" type="checkbox"/> SA	<input type="checkbox"/> IAP
				<input type="checkbox"/> EE	<input type="checkbox"/> CH
CUSTOMER SYMPTOM:	Customers may experience a Malfunction Indicator Lamp (MIL) or warning lamp illumination. Upon further investigation the technician may find that the multiple erroneous DTCs have been set: Customer may also experience intermittent no starts.				
CAUSE:	Possible cause may be the orange electrical connector to the Powertrain Control Module (PCM) is not in the locked position.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-122, date of issue May 03, 2023. All applicable RSU VINs have been loaded. To verify this RSU 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 RSU will expire 18 months after the date of issue.

REPAIR SUMMARY:

This bulletin involves ensuring the PCM C1 connector D3821A (inboard side) is fully seated/locked into position and that the engine harness takeout for PCM is not interfering with connector lock down.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
08-94-TK-9A	Verify PCM Electrical Connectors are Fully Engaged (2 – Skilled)	1 - Engine Repair And Performance	0.2 Hrs.
Failure code	ZZ	Service Action	

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 RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

REPAIR PROCEDURE:

1. If multiple DTCs are showing up on wiTECH, check the orange PCM inboard connector (Fig. 1) .
2. Disconnect the negative battery cable.
3. Remove and re-seat the connector locking it into place (Fig. 1) .

NOTE: Make sure the PCM wiring harness does not interfere when locking the electrical connector (Fig. 1) .

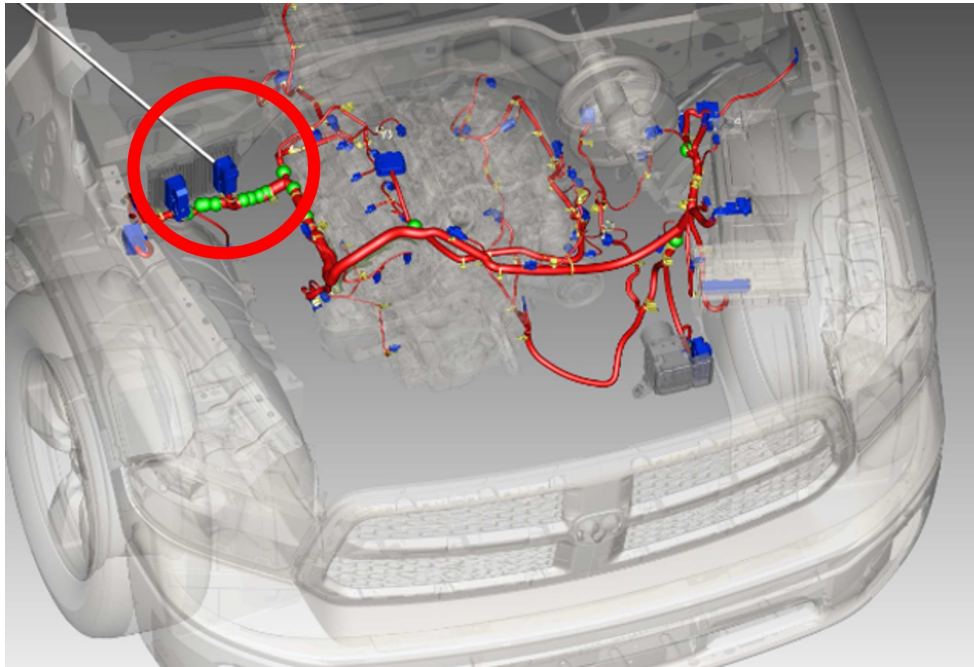


Fig. 1

PCM Inboard Connector

4. Reconnect the negative battery cable.
5. Clear all DTCs that may have been set in any module due to repair. The wiTECH application will automatically present all DTCs and allow them to be cleared.

POLICY:

Reimbursable within the provisions of the warranty.

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