

REFERENCE:	TSB: 18-074-23 GROUP 18 - Vehicle Performance	Date:	June 17, 2023	REVISION:	-
VEHICLES AFFECTED:	2023 (DJ) Ram 2500 Pickup 2023 (D2) Ram 3500 Pickup 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).	MARKET APPLICABILITY:		<input checked="" type="checkbox"/> NA	<input checked="" type="checkbox"/> MEA
				<input checked="" type="checkbox"/> SA	<input checked="" type="checkbox"/> IAP
				<input checked="" type="checkbox"/> EE	<input type="checkbox"/> CH
CUSTOMER SYMPTOM:	Customers may experience one or more of the following: <ul style="list-style-type: none"> • Longer crank time than normal. • Transmission overheat conditions with a message displayed in cluster stating "Transmission oil temperature is too hot". 				
CAUSE:	PCM Software				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-178, date of issue June 17, 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 reprogramming the Engine Control Module/Powertrain Control Module (ECM/PCM) with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-04-TF	Module, Powertrain Control (PCM) - Inspect (0 - Introduction)	1 - Engine Repair and Performance	0.2 Hrs.
18-19-04-TH	Module, Powertrain Control (PCM) - Inspect and Reprogram (Aisin Transmission) (0 - Introduction)	1 - Engine Repair and Performance	0.4 Hrs.
18-19-04-TG	Module, Powertrain Control (PCM) - Inspect and Reprogram and Perform Quicklearn Routine (68RFE Transmission) (0 - Introduction)	1 - Engine Repair and Performance	0.5 Hrs.
Failure code	CC	Customer Concern	
	RF	Required Flash	

The dealer must choose which failure code to use depending on if this is a Rapid Service Update (RSU) or Technical 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 RSU.

- The failure code “RF” (Required Flash) can no longer be used on Technical Service Bulletin flashes. **The “RF” failure code must be used on an RSU.**
- 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 must be supplied.

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:

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 RSU VIN list?
 - YES>>> Proceed to [Step 2](#).
 - NO>>> Proceed to [Step 3](#).
2. Does the PCM have the latest software already installed?
 - YES>>> This bulletin has been completed, use inspect LOP (18-19-04-TF) to close the active RSU. Normal diagnosis should be performed.
 - NO>>> Proceed to [Step 3](#).
3. Reprogram the PCM 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](#).
 - NO>>> Proceed to [Step 6](#).
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 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.

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