

REFERENCE:	TSB: 21-002-24 GROUP: 21 - Transmission and Transfer Case	Date:	January 6, 2024	REVISION:	—
VEHICLES AFFECTED:	2023 (DJ) RAM 2500 Pickup 2023 (D2) RAM 3500 Pickup This bulletin applies to vehicles equipped with 8-Speed Auto 8HP75-LCV Transmission (Sales Code DFX).	MARKET APPLICABILITY:			
		<input checked="" type="checkbox"/> NA		<input checked="" type="checkbox"/> MEA	
		<input checked="" type="checkbox"/> SA		<input type="checkbox"/> IAP	
		<input type="checkbox"/> EE		<input type="checkbox"/> CH	
CUSTOMER SYMPTOM:	<p>Customers may experience one or more of the following:</p> <ul style="list-style-type: none"> • "Service Transmission" message in the Instrument Cluster panel (IPC). • Erratic shift bump felt/heard. • Transmission stuck in seventh gear. • Inability to accelerate. • Not enough power to tow. 				
CAUSE:	TCM Software.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-009, date of issue January 06, 2024. 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 TCM with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-05-R2	Module, Transmission Control (TCM) - Inspect Software Level (0 - Introduction)	2 - Automatic Transmission	0.2 Hrs.
18-19-05-R3	Module, Transmission Control (TCM) - Inspect and Reprogram (0 - Introduction)	2 - Automatic Transmission	0.2 Hrs.
Failure Code	RF	Required Flash	
	CC	Customer Concern	

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 Diagnostic Trouble Codes (DTC)s 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 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 TCM have the latest software already installed?
 - YES >>> This bulletin has been completed, use Inspect LOP (18-19-05-R2) to close the active RSU.
 - NO >>> Proceed to [Step 3](#) .
3. Reprogram the TCM 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. 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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