

REFERENCE:	TSB: 21-055-24 GROUP: 21 - Transmission and Transfer Case	Date:	November 1, 2024	REVISION:	21-019-21
VEHICLES AFFECTED:	2021 (DT) RAM 1500 Pickup This bulletin applies to vehicles equipped with a 5.7L V8 HEMI MDS VVT eTorque Engine (Sales Code EZL) and a 8-Spd Auto 8HP75 Trans (Sales Code DFR) or 8-Spd Auto 8HP75 Trans (Sales Code DFV).	MARKET APPLICABILITY:			
		<input checked="" type="checkbox"/> NA <input type="checkbox"/> MEA <input type="checkbox"/> SA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH			
CUSTOMER SYMPTOM:	<p>Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set the following Diagnostic Trouble Code (DTC):</p> <ul style="list-style-type: none"> **P0731 - Gear 1 Shift Incorrect Ratio.** <p>The customer may describe the following:</p> <ul style="list-style-type: none"> **Severe bump or clunk during high engine rpm and low vehicle speed 1-2 upshift.** Unable to set desired gear manually from the steering wheel controls. 				
CAUSE:	TCM software				

This bulletin supersedes Technical Service Bulletin (TSB) 21-019-21, date of issue May 27, 2021, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include adding a DTC, a new Customer Symptom, new LOPs and an updated Repair Procedure.

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-RQ	Module, Transmission Control (TCM) - Reprogram (0 - Introduction)	2 - Automatic Transmission	0.2 Hrs.
Failure Code	CC	Customer Concern	

The dealer must use failure code CC with this Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM 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.

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 (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 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. Reprogram the TCM with the latest software. If issues arise when flashing a module using the wiTECH Diagnostic Application, please submit a ticket to the Helpdesk. The helpdesk can be found within the Help menu.
2. 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.

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.