

REFERENCE:	TSB: 25-008-24 GROUP: 25 - Emissions Control	Date:	November 14, 2024	REVISION:	—
VEHICLES AFFECTED:	<p>2019 - 2024 (DJ) RAM 2500 Pickup 2019 - 2024 (D2) RAM 3500 Pickup 2019 - 2024 (DD) RAM 3500 Cab Chassis 2019 - 2024 (DP) RAM 4500/5500 Cab Chassis This bulletin applies to vehicles equipped with the 6.7L I6 Cummins Turbo Diesel engine (Sales Codes ETL and ETN) or a 6.7L I6 Cummins HO Turbo Diesel engine (Sales Code ETM).</p>	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"> • P21C4-00 - Reductant Line Heater Relay Control Circuit High. • U11C1-00 - Reductant Control Module Received Implausible Data From ECM/PCM. <p>These DTCs will occur after installation of service DCU 68458603AB.</p>				
CAUSE:	DCU software				

REPAIR SUMMARY:

This bulletin involves reprogramming the DCU with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-18-9F	Module, DEF Control Unit (DCU) – Reprogram (0 - Introduction)	25 - Emissions Control	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 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 DCU 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 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.

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