

Technical Service Bulletin (TSB)
Flash: Transmission Control Module (TCM) Updates

REFERENCE:	TSB: 21-015-25 GROUP: 21 - Transmission and Transfer Case	Date:	February 5, 2025	REVISION:	—
VEHICLES AFFECTED:	2025 (DT) RAM 1500 Pickup This bulletin applies to vehicles built on and before November 20, 2024 (MDH 1120XX) equipped with the 8-Spd Auto 8HP75 Trans (Sales Code DFR) and the: 3.0L I6 Hurricane HO Twin Turbo Engine (Sales Code EFC). OR 3.0L I6 Hurricane SO Twin Turbo Engine (Sales Code EFH).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH	
CUSTOMER SYMPTOM:	The customer must describe one or more of the following: - Bump or jerk felt during Engine Start/Stop (ESS) operation in normal and snow modes. - Bump during tip-in downshift while in Normal or Sport modes. - Transmission shifting concerns when vehicle has less than 1500 miles (2414 Km). - Driveability concerns and not holding correct gear during downgrade, snow mode and accelerator tip-out maneuvers.				
CAUSE:	TCM software				

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-SJ	Module, Transmission Control (TCM) - Reprogram (0 - Introduction)	2 - Automatic Transmission	0.3 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.