

<b>REFERENCE:</b>	<b>TSB:</b> 18-021-25 <b>GROUP:</b> 18 - Vehicle Performance	<b>Date:</b>	April 16, 2025	<b>REVISION:</b>	—
<b>VEHICLES AFFECTED:</b>	<b>2025 (D2) RAM 3500 Pickup</b> This bulletin applies to vehicles built on or before April 15, 2025 (MDH 0415XX) equipped with a 6.7L I6 Cummins HO Turbo Diesel Engine (Sales Code ETM).	<b>MARKET APPLICABILITY:</b>		<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
<b>CUSTOMER SYMPTOM:</b>	<p><b>Customers may comment on one or more of the following:</b></p> <ul style="list-style-type: none"> <li>Malfunction Indicator Lamp (MIL) or check engine light illuminated.</li> <li>Cruise control drops out/cancels on its own.</li> <li>Engine stumble, runs rough, or a slight lack of power.</li> </ul> <p><b>The following software enhancements are also available:</b></p> <ul style="list-style-type: none"> <li>Reduce the occurrence of false faults DTCs P0300 and P0315.</li> <li>DTC P1451 retune to reduce false faults.</li> <li>Improvements to allow DTC P2509 faults to be cleared with wiTECH.</li> <li>Adaptive Cruise Control (ACC) software fix to prevent cruise control dropouts.</li> <li>Engine stumble fix for improved drivability</li> <li>Engine stall detection allowing DTC P032F to clear after a power cycle.</li> <li>Allow multiple PROXI rewrites.</li> <li>Enable cold reprime (DTC P208B improvement).</li> </ul>				
<b>CAUSE:</b>	<b>PCM software</b>				

**REPAIR SUMMARY:**

This bulletin involves reprogramming the Engine Control Module (ECM/PCM) with the latest available software.

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-04-TR	Module, Engine Control (ECM) - Reprogram (0 - Introduction)	10 - Diesel	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 a symptom/condition or if the technician finds a DTC listed above, 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 ECM/PCM 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.

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