

REFERENCE:	TSB: 18-021-25 REV. A GROUP: 18 - Vehicle Performance	Date:	May 14, 2025	REVISION:	18-021-25
VEHICLES AFFECTED:	2025 (D2) RAM 3500 Pickup 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).			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 may comment on one or more of the following:</p> <ul style="list-style-type: none"> • Malfunction Indicator Lamp (MIL) or check engine light illuminated. • Cruise control drops out/cancels on its own. • Engine stumble, runs rough, or a slight lack of power. <p>The following software enhancements are also available:</p> <ul style="list-style-type: none"> • Reduce the occurrence of false faults Diagnostic Trouble Codes (DTCs) P0300 and P0315. • DTC P1451 re-tune to reduce false faults. • Improvements to allow DTC P2509 faults to be cleared with wiTECH. • Adaptive Cruise Control (ACC) software fix to prevent cruise control dropouts. • Engine stumble fix for improved drivability. • Engine stall detection allowing DTC P032F to clear after a power cycle. • Allow multiple PROXI rewrites. • Enable cold re-prime (DTC P208B improvement). 				
CAUSE:	PCM software				

This bulletin supersedes Technical Service Bulletin (TSB) 18-021-25, date of issue April 16, 2025, which should be removed from your files. All revisions are highlighted with **asterisks**** and include converting the TSB to an RSU, updated Repair Summary section, Diagnosis section, additional Repair Procedure steps and LOP.**

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-094, date of issue May 14, 2025. 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.

REPAIR SUMMARY:

This bulletin involves ****inspecting and possibly**** 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-TQ	Module, Engine Control (ECM) - Inspect Software Level (0 - Introduction)	10 - Diesel	0.2 Hrs.
18-19-04-TR	Module, Engine Control (ECM) - Inspect and Reprogram (0 - Introduction)	10 - Diesel	0.3 Hrs.
Failure Code	**RF	Required Flash - RSU**	
	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 (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 a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptom 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. Is the ECM/PCM updated to the latest software level?
 - YES >>> This bulletin is complete. Use Inspect LOP (18-19-04-TQ) to close this active RSU.
 - NO >>> Proceed to [Step 3](#).**
3. 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.
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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