

REFERENCE:	TSB: 21-028-26 REV. A GROUP: 21 - Transmission and Transfer Case	Date:	May 1, 2026	REVISION:	21-001-26 21-002-26 21-028-26
VEHICLES AFFECTED:	2025 (DJ) RAM 2500 Pickup 2025 (D2) RAM 3500 Pickup 2025 (DD) RAM 3500 Cab Chassis 2025 (DP) RAM 4500/5500 Cab Chassis This bulletin applies to vehicles equipped with the 6.7L I6 Cummins Turbo Diesel Engine (Sales Codes ETM or ETN) and an 8-Spd TorqueFlite HD Auto Trans (Sales Code DFM).			MARKET APPLICABILITY: <input checked="" type="checkbox"/> NA <input type="checkbox"/> MEA <input checked="" type="checkbox"/> SA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH NOTE: This bulletin applies to the North America and South America markets.	
CUSTOMER SYMPTOM:	<p>Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle may exhibit/set one or more of the following Diagnostic Trouble Codes (DTCs):</p> <ul style="list-style-type: none"> • P0826-00 - Up/Down Shift Switch. • P0827-00 - Up/down Shift Switch Circuit Low. • P085F-00 - Up And Down Shift Switch Circuit Range/performance. <p>Customers may also experience one or more of the following:</p> <ul style="list-style-type: none"> • Customer is unable to switch the ignition to OFF when in Park gear. • After shifting into Park, the Instrument Panel Cluster (IPC) will display that the transmission is in Neutral. <p>NOTE: The transmission will actually be in Park and able to hold the vehicle, but the cluster display would indicate Neutral, preventing the engine from shutting off.</p> <ul style="list-style-type: none"> • Rough/bumpy 2-3 power on upshifts and/or 3-2 coast down shifts. • Vehicle enters into limp home mode. <p>Other software improvements:</p> <ul style="list-style-type: none"> • Decreased sensitivity to DTCs P1D8A and P1D8B. 				
CAUSE:	TCM software				

This bulletin supersedes Technical Service Bulletin (TSB) 21-001-26 and 21-002-26, date of issue January 08, 2026 and TSB 21-028-26, date of issue April 08, 2026, which should be removed from your files. All revisions are highlighted with ****asterisks**** and converting to an RSU, new Repair Summary, new LOPs, new Failure Code, new Claims Data info, new Diagnosis Statement and new Repair Procedure steps.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-052, date of issue April 02, 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 if required reprogramming the TCM with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
**18-19-05-TN	Module, Transmission Control (TCM) - Inspect Software Level (0 - Introduction)	2 - Automatic Transmission	0.2 Hrs.
18-19-05-SZ	Module, Transmission Control (TCM) - Inspect and Reprogram (0 - Introduction)	2 - Automatic Transmission	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 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 TCM updated to the latest software level?
 - YES >>> This bulletin is complete. Use Inspect LOP (18-19-05-TN) to close this active RSU.
 - NO >>> Proceed to [Step 3](#).**
3. 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.
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.

NOTE: For SA market only, after applying this TSB, it is not necessary to send DID-I or DID-A.

POLICY:

Reimbursable within the provisions of the warranty.

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