

Technical Service Bulletin (TSB)

Adaptive Cruise Control (ACC) Inoperable

REFERENCE:	TSB: 08-065-25 GROUP: 08 - Electrical	Date:	March 13, 2025	REVISION:	—
VEHICLES AFFECTED:	2024 (VF) RAM Promaster This bulletin applies to vehicles built on or after March 12, 2024 (MDH 0312XX) on or before July 31, 2024 (MDH 0731XX) equipped with Adaptive Cruise Control W/Stop & Go (Sales Code NHZ).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH	
CUSTOMER SYMPTOM:	Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set the following Diagnostic Trouble Code (DTC): - C1418 - Vertical Misalignment Sensor - Alignment Or Adjustment Incorrect. Customers may also experience the following: - Adaptive Cruise Control (ACC) inoperable.				
CAUSE:	ACC out of calibration				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-030, date of issue March 13, 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 performing an ACC module calibration.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-80-95-99	ACC Module - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-80-95-9A	ACC Module - Inspect and Calibrate (0 - Introduction)	6 - Electrical and Body Systems	0.7 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:

1. Is the vehicle on the RSU VIN list?
 - YES >>> Proceed to [Step 2](#).
 - NO >>> This bulletin does not apply.
2. Is **DTC C1418-78** is Active or Stored?
 - YES >>> Proceed to [Step 3](#).
 - NO >>> This bulletin does not apply. Use Inspect LOP (18-80-95-99) to close the active RSU.
3. Perform an "Adaptive Cruise Control (ACC)" module calibration.

NOTE: Prior to running the ACC Procedure, verify that the ACC Module is properly mounted on the vehicle. Improper mounting can cause calibration issues. Refer to the detailed service procedures available in DealerCONNECT/Service Library.

4. Perform the "ACC Calibration Procedure" located under the ACC Module.
5. Clear any DTCs that may have been set.
6. Place the ignition in the "OFF" position for a minimum of 10 seconds.
7. Place the ignition in the "ON" position.
8. Clear any DTCs that may have been set.

POLICY:

Reimbursable within the provisions of the warranty.

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