

Technical Service Bulletin (TSB)
Flash: Powertrain Control Module (PCM) Updates

REFERENCE:	TSB: 18-069-25 GROUP: 18 - Vehicle Performance	Date:	July 24, 2025	REVISION:	18-020-24 REV. A
VEHICLES AFFECTED:	**2020 (DJ) RAM 2500 Pickup** This bulletin applies to vehicles equipped with a **6.7L I6 Cummins Turbo Diesel Engine (Sales Code ETL)** .			MARKET APPLICABILITY: ☐ NA☐ MEA ☒ SA☐ IAP ☐ EE☐ CH NOTE: **This bulletin applies to South America markets.**	
CUSTOMER SYMPTOM:	**Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set one or more of the following Diagnostic Trouble Codes (DTCs): ● P0868-00 - Transmission Fluid Pressure Low. ● P0933-00 - Hydraulic Pressure Sensor Range/performance ● P0735-00 - Gear 5 Shift Incorrect Ratio. ● P0729-00 - Gear 6 Shift Incorrect Ratio. Customers may also experience one or more of the following: ● While driving the vehicle, the Instrument Panel Cluster (IPC) is showing a transmission overheat message. ● Check engine light illuminates and will turn on and off while driving.** ● 68RFE Transmission sump temperature derate.				
CAUSE:	PCM software.				

This bulletin supersedes Technical Service Bulletin (TSB) 18-020-24 REV. A, date of issue May 8, 2024, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include an updated Vehicles Affected section, updated Sales Code, additional Customer Symptoms, adding DTCs, a new Market Applicability note, a new RSU statement, updated Repair Summary, updated Diagnosis, updated LOPs, and new Repair Procedure steps and note.

****This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-148, date of issue July 24, 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 PCM with the latest available software.****

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
**18-19-06-2N	Module, Powertrain Control (PCM) - Inspect (0 - Introduction)	1 - Engine Repair And Performance	0.2 Hrs.
18-19-06-2P	Module, Powertrain Control (PCM) - Inspect and Reprogram (0 - Introduction)	1 - Engine Repair And Performance	0.4 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.

NOTE: This flash is supported with wiTECH 2.0 only.

1. ****Is the vehicle on the RSU VIN list?**

- YES >>> Proceed to [Step 2](#).
- NO >>> Proceed to [Step 3](#).

2. Is the PCM updated to the latest software level?
 - YES >>> This bulletin is complete. Use Inspect LOP (18-19-06-2N) to close this active RSU.
 - NO >>> Proceed to [Step 3](#).**
3. Reprogram the PCM with the latest available 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 all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

NOTE: **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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