

Technical Service Bulletin (TSB)
Flash: Transmission Control Module (TCM) Updates

REFERENCE:	TSB: 21-039-25 REV. A GROUP: 21 - Transmission and Transfer Case	Date:	September 26, 2025	REVISION:	21-039-25
VEHICLES AFFECTED:	2025 (DP) RAM **4500/5500 Cab Chassis** This bulletin applies to vehicles equipped with the 6.7L I6 Cummins HO Turbo Diesel Eng (Sales Code ETM) and 8-Spd ZF Powerline Automatic Trans (Sales Code DFM).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH NOTE: This bulletin applies to the North America market.	
CUSTOMER SYMPTOM:	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): • P0827-00 Up and Down Shift Switch Circuit Low. • P0826-00 Up and Down Shift Switch Circuit. • P085F-00 Up and Down Shift Switch Circuit Range/Performance. Customers may also experience one or more of the following: • Vehicle stuck in default gear, and possibly stranded for many minutes. • Rough/bumpy 2-3 power on upshifts and/or 3-2 coast down shifts. • Vehicle enters into limp home mode. Other software improvements: • Decreased sensitivity to faults P1D8A and P1D8B.				
CAUSE:	TCM Software				

This bulletin supersedes Technical Service Bulletin (TSB) 21-039-25, date of issue September 18, 2025, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include an updated vehicle model correction.

REPAIR SUMMARY:

This bulletin involves reprogramming the TCM with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-05-SW	Module, Transmission Control (TCM) - Inspect and Reprogram (0 - Introduction)	2 - Automatic Transmission	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 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 any of the symptoms 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. 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.
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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