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GROUP: Vehicle Performance

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HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING AN ECU IS AVAILABLE BY SELECTING “HELP” THEN “HELP CONTENTS” AT THE TOP OF THE wiTECH DIAGNOSTIC APPLICATION WINDOW.

THE wiTECH SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.

SUBJECT:

Flash: 5.7L Powertrain Diagnostic And System Enhancements

OVERVIEW:

This bulletin involves reprogramming the Powertrain Control Module (PCM) with updated software.

MODELS:

2012	(DD)	Ram 3500 Cab Chassis
2012	(DJ)	Ram 2500 Pickup

**NOTE: This bulletin applies to vehicles within the following markets/countries:
NAFTA.**

**NOTE: This bulletin applies to vehicles equipped with 5.7L V8 HEMI VVT Engine
(sales code EZC).**

SYMPTOM/CONDITION:

During normal diagnostics a technician may find Diagnostic Trouble Code (DTC) U0140 - Lost Communication With Body Control Module (BCM) and when attempting to clear from the PCM with a Scan Tool (wiTECH) will be unsuccessful to do so.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify that all engine systems are functioning as designed. If DTCs are present record them on the repair order and repair as necessary before proceeding further with this bulletin.

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 PCM with the latest software. Help using the wiTECH Diagnostic Application for flashing control modules is available through the wiTECH Diagnostic Application. For instructions select the "HELP" tab on upper portion of the wiTECH window, then "HELP CONTENTS". This will open the Welcome to wiTECH Help screen where help topics can be selected.
2. Clear any DTCs that may have been set in other 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.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-06-GE	Module, Powertrain Control (PCM) - Reprogram (0 - Introduction)	8 - Engine Performance	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 3 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

The dealer must choose which failure code to use. If the customer came in with an issue and if the dealer finds a software update to correct that issue, use failure code CC, for all other use failure code RF.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

CC	Customer Concern
RF	Routine Flash