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GROUP: Vehicle Performance

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 18-025-14 REV A, DATED DECEMBER 09, 2014 WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE UPDATED SYMPTOMS/CONDITIONS FOR EZF ENGINES AND A LABOR OPERATION.**

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: Powertrain System Improvements/Enhancements

OVERVIEW:

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

MODELS:

2014	(DS)	Ram 1500 Pickup
2014	(DJ)	Ram 2500 Pickup
2014	(D2)	Ram 3500 Pickup
2014	(DD)	Ram 3500 Cab Chassis

NOTE: This bulletin applies to the following vehicles:

- **DS vehicles equipped with a 3.6L engine (sales code ERB) built on or before January 18, 2014 (MDH 0118XX).**
- **DS vehicles equipped with a 5.7L engine (sales code EZH) built on or before July 17, 2014 (MDH 0717XX).**
- **DJ, DD, and D2 vehicles equipped with a 5.7L engine (sales code EZC and ****EZF****).**

SYMPTOM/CONDITION:

The following powertrain system improvements/enhancements are included in this software release. These enhancements are listed by vehicle application.

DS vehicles equipped with a 3.6L engine (sales code ERB).

- Enhanced Automatic Oil Change Indicator (EAOCI) system improvements to switch to a severe duty cycle algorithm anytime the PCM is replaced to ensure the customer receives a timely oil change required message.
- Corrected a generic scan tool display issue regarding Mode 6 data accuracy.

DS vehicles equipped with a 5.7L engine (sales code EZH).

- System improvements to prevent Malfunction Indicator Lamp (MIL) illumination with a Diagnostic Trouble Code (DTC) P0300 - Multiple Cylinder Misfire when using a block heater in ambient temperatures greater than -20°F (-29°C).
- Enhanced Automatic Oil Change Indicator (EAOCI) system improvements to switch to a severe duty cycle algorithm anytime the PCM is replaced to ensure the customer receives a timely oil change required message.
- Corrected a generic scan tool display issue regarding Mode 6 data accuracy.

DJ, DD, and D2 vehicles equipped with a 5.7L engine (sales code EZC or **EZF).**

- **U0140 - Lost Communication With Body Control Module (attempting to clear this DTC will be unsuccessful).**
- Transmission torque management enhancement when shifting from drive to reverse.
- Software to correct Malfunction Indicator Lamp (MIL) illumination with Diagnostic Trouble Code (DTC) P0481 - Cooling Fan 2 Control Circuit/Open setting in the PCM memory.
- Enhanced Automatic Oil Change Indicator (EAOCI) system improvements to switch to a severe duty cycle algorithm anytime the PCM is replaced to ensure the customer receives a timely oil change required message.
- Corrected a generic scan tool display issue regarding Mode 6 data accuracy.
- Improved transmission Quick Learn routine performance.

DIAGNOSIS:

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

If the customer describes the symptom/condition above or if the technician finds the DTC, perform the Repair Procedure.

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 available software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the "HELP" tab on the 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 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.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

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

NOTE: The expected completion time for the flash download portion of this procedure is approximately 6 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