

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

REFERENCE:	TSB: 21-002-26 GROUP: 21 - Transmission and Transfer Case	Date:	January 8, 2025	REVISION:	—
VEHICLES AFFECTED:	2025 (DP) RAM 4500/5500 Cab Chassis This bulletin applies to vehicles equipped with the 6.7L I6 Cummins Turbo Diesel Engine (Sales Code ETN) and an 8-Spd TorqueFlite HD Auto 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 must 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. The customer may describe one or more of the following: • Customer is unable to switch the ignition to OFF when in Park gear. • After shifting into Park, the Instrument Panel Cluster (IPC) will display that the transmission is in Neutral. NOTE: The transmission will actually be in Park and able to hold the vehicle, but the cluster display would indicate Neutral, preventing the engine from shutting off. • Rough or bumpy 2-3 power on upshifts and/or 3-2 coast down shifts. • Vehicle enters into limp home mode. In addition, the following software enhancement is available: • Decreased sensitivity to DTCs P1D8A and P1D8.				
CAUSE:	TCM software				

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-SZ	Module, Transmission Control (TCM) - 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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