



NUMBER: 08-094-20

GROUP: 08 - Electrical

DATE: October 10, 2020

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SUBJECT:

Flash: Drivetrain Control Module (DTCM) Update

OVERVIEW:

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

MODELS:

2016 - 2020	(DS)	RAM 1500 Pickup
2016 - 2020	(DX)	RAM Truck (Mexico)
2016 - 2020	(DD)	RAM 3500 Cab Chassis
2016 - 2020	(D2)	RAM 3500 Pickup
2016 - 2020	(DJ)	RAM 2500 Pickup
2016 - 2020	(DP)	RAM 4500 Cab Chassis
2016 - 2020	(DF)	RAM 3500 <10K Cab Chassis

NOTE: This bulletin applies to vehicles within the following markets/countries: North America.

NOTE: This bulletin applies to DX vehicles built on or before April 08, 2020 (MDH 0408XX) equipped with Elec Shift On Demand Transfer Case (Sales Code DH8) or Elec Shift-On-The-Fly P/Time T/Case (Sales Code DH9).

NOTE: This bulletin applies to DF vehicles built on or before June 05, 2020 (MDH 0605XX) equipped with Electronic Shift On The Fly (Sales Code DK3).

NOTE: This bulletin applies to DS, DD, D2, DJ, DP vehicles built on or before June 14, 2020 (MDH 0614XX) equipped with Elec Shift On Demand Transfer Case (Sales Code DH8) or Elec Shift-On-The-Fly P/Time T/Case (Sales Code DH9) or Electronic Shift On The Fly (Sales Code DK3).

SYMPTOM/CONDITION:

The customer may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find the following Diagnostic Trouble Code (DTC) has been set::

NOTE: If the customer has any concerns with the transfer case or if the tech performs any repairs on the transfer case, the software must be updated.

- C140E - Transfer Case Motor Blocked.

NOTE: If DTC C140E is present, follow normal diagnostic procedures before updating the DTCM.

In addition the customer may describe the following:

- The “Service 4WD” message/fault is displayed in the Instrument Panel Cluster (IPC).
- Transfer case shift fork tabs broken during range shift.
- Noisy (clunking/ratcheting) transfer case range shifts.
- Failure to complete transfer case range shifts.

The following software enhancement is available:

- This update will help reduce premature transfer case failure.

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 the symptom/condition listed 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 DTCM with the latest available software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application’s “HELP” tab.
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
18-19-07-9Y	Module, Drive Train Control (DTCM) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	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 use failure code CC with this Service Bulletin.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the 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 Service Bulletin flash/reprogramming conditions.

CC	Customer Concern
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