



NUMBER: 18-089-22

GROUP: 18 - Vehicle Performance

DATE: April 28, 2022

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This bulletin supersedes Service Bulletin 18-005-20 REV. A, dated April 3, 2020, which should be removed from your files. All revisions are highlighted with **asterisks**** and include additional regions, Diagnostic Trouble Code (DTC), symptoms/conditions and LOP.**

This Service Bulletin is also being released as Rapid Service Update (RSU) 20-023, dated April 03, 2020. All applicable Un-Sold RSU VINs have been loaded. To verify this RSU service action is applicable to the Un-Sold vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library.

SUBJECT:

Flash: Powertrain Control Module (PCM) Updates

OVERVIEW:

This bulletin involves reprogramming the PCM with the correct software. This vehicle may have been programmed with incorrect software.

MODELS:

2020	(D2)	RAM 3500 Pickup
2020	(DJ)	RAM 2500 Pickup

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

NOTE: This bulletin applies to vehicles equipped with a 6.4L V8 Mid Duty Hemi MDS Engine (Sales Code ESA) and and 8-SPD Auto 8HP75-LCV Transmission (Sales Code DFX).

SYMPTOM/CONDITION:

The customer may experience Active Noise Control (ANC) system not working. Upon further investigation the technician may find the following DTCs have been set:

- ****P1404 - EGR Position Sensor Rationality Closed.****
- B154F-64 - Lost Crankshaft Pulse Signal-Signal Plausibility Failure
- B154F-24 - Lost Crankshaft Pulse Signal-Signal Stuck High.

NOTE: P1404 - EGR Position Sensor Rationality Closed DTC can be erroneously set when other DTCs are set.

In addition, customers may experience one or more of the following concerns:

- ****In Power Take-Off (PTO) mode, transmission gear engagement is abrupt and idle speed is high when transitioning From Park To Drive/Reverse Gear.****

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 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 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 application's "HELP" tab.
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.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-06-EV	Module, Powertrain Control (PCM) - Reprogram (0 - Introduction)	1 - Engine Repair and Performance	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 9 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 Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM/CONDITION 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.

CC	Customer Concern
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