

Technical Service Bulletin (TSB)

Flash: Electronic Shift Module (ESM) Updates

REFERENCE:	TSB: 08-084-23 GROUP 08 - Electrical	Date:	April 13, 2023	REVISION:	08-182-22
VEHICLES AFFECTED:	2022 (DS) RAM 1500 Pickup 2022 (DX) RAM Truck (Mexico) This bulletin applies to vehicles built on or after April 12, 2022 (MDH 0412XX) equipped with Electronic Shift (Sales Code XXU).			MARKET APPLICABILITY: ☒ NA ☒ SA ☒ EE ☒ MEA ☒ IAP ☐ CH	
CUSTOMER SYMPTOM:	The customer may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find one or more of the following Diagnostic Trouble Codes (DTCs): • U11E3-00 - TCM Lost communication with ESM on D-PT CAN. • U0103-00 - Lost Communication with Electric Gear Shift Module. • U1267-00 - No Valid data available from ESM on CAN-C or CAN D-PT. The customer may also experience one or more of the following: • **Instrument cluster remains illuminated when vehicle is off. • Discharged/dead battery. • Unable to rotate the gear shifter knob out of the PARK position, customer is unable to drive the vehicle. The technician may also find the following: • DTCs may or may not be stored in Transmission Control Module (TCM) or the ESM.**				
CAUSE:	ESM software				

This bulletin supersedes Technical Service Bulletin (TSB) 08-182-22, date of issue October 06, 2022, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include updated RSU number, additional symptoms and LOP.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) ****23-105**, date of issue April 13, 2023**. All applicable RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RSU will expire 18 months after the date of issue.

REPAIR SUMMARY:

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

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
**18-19-15-9E	Module, Electronic Shift (ESM) - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-15-9F	Module, Electronic Shift (ESM) - Inspect and Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.**
Failure code	RF	Required Flash - RSU	
	CC	Customer Concern	

The dealer must choose which failure code to use depending on if this is a Rapid Service Update (RSU) or Technical Service Bulletin.

- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RSU.
- The failure code “RF” (Required Flash) can no longer be used on Technical Service Bulletin flashes. The “RF” failure code must be used on an RSU.
- 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 must be supplied.

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 a customer’s VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits 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. Is the vehicle on the RSU VIN list?
 - YES>>> Proceed to [Step 2](#).
 - NO>>> Proceed to [Step 3](#).
2. Does the ESM have the latest software already installed?
 - YES>>> This bulletin has been completed, use inspect LOP (18-19-15-9E) to close the active RSU.
 - NO>>> Proceed to [Step 3](#).
3. Is the shifter non responsive?

NOTE: If the shifter doesn’t turn the ESM will not communicate with wiTECH and will not be able to check software level.

- YES>>> Proceed to [Step 4](#).
 - NO>>> Proceed to [Step 5](#).
4. Prior to flashing the vehicle, fuse F94 in the Power Distribution Center (PDC) must be removed and reinstalled for the flash to be affective.
 5. Reprogram the ESM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application’s “HELP” tab.
 6. After flash is complete wait 2.5 minutes.
 7. 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.
 8. If the shifter is still unresponsive. Normal diagnosis should be performed.

POLICY:

Reimbursable within the provisions of the warranty.

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