

## Technical Service Bulletin (TSB)

### Flash: Powertrain Control Module (PCM) Updates

|                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |       |              |                                                                                                                                                                                                                                         |           |
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| REFERENCE:         | TSB: 18-068-23<br>GROUP 18 - Vehicle Performance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Date: | May 26, 2023 | REVISION:                                                                                                                                                                                                                               | 18-088-22 |
| VEHICLES AFFECTED: | 2020 (DD) RAM 3500 Cab Chassis<br>2020 (DP) RAM 4500/5500 Cab Chassis<br>This bulletin applies to vehicles equipped with a 6.4L V8 Heavy Duty Hemi MDS Engine (Sales Code ESB) and 6 speed Automatic Aisin AS66RC HD Transmission (Sales Code DF3) or 8-SPD Auto 8HP75-LCV Transmission (Sales Code DFX) .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |       |              | MARKET APPLICABILITY:<br><input checked="" type="checkbox"/> NA<br><input type="checkbox"/> SA<br><input type="checkbox"/> EE<br><input checked="" type="checkbox"/> MEA<br><input type="checkbox"/> IAP<br><input type="checkbox"/> CH |           |
| CUSTOMER SYMPTOM:  | Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find that one or more of the following Diagnostic Trouble Codes (DTCs) have been set:<br><ul style="list-style-type: none"><li>• P1404 - EGR Position Sensor Rationality Closed.</li><li>• P2457 - Exhaust Gas Recirculation Cooling System Performance.</li></ul> <b>NOTE:</b> P1404 - EGR Position Sensor Rationality Closed DTC can be erroneously set when P2457 - Exhaust Gas Recirculation Cooling System Performance DTC is set.<br><b>In addition, the customer may notice one or more of the following conditions:</b><br><ul style="list-style-type: none"><li>• **Power Take Off (PTO) disable to high engine oil temperature (DD DP with DF3 Only).**</li><li>• In PTO mode, transmission gear engagement is abrupt and idle speed is high when transitioning From Park To Drive/Reverse Gear.</li></ul> |       |              |                                                                                                                                                                                                                                         |           |
| CAUSE:             | PCM Software                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |       |              |                                                                                                                                                                                                                                         |           |

This bulletin supersedes Technical Service Bulletin (TSB) 18-088-22, date of issue April 28, 2022, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include additional symptom and LOP.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 21-140, date of issue September 30, 2021. 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 PCM with the latest available software.

**CLAIMS DATA:**

| Labor Operation No: | Labor Description                                               | Skill Category                    | Labor Time |
|---------------------|-----------------------------------------------------------------|-----------------------------------|------------|
| **18-19-06-H2       | Module, Powertrain Control (PCM) - Reprogram (0 - Introduction) | 1 - Engine Repair and Performance | 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 PCM with the latest 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.

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