



NUMBER: 18-068-20 REV. B

GROUP: 18 - Vehicle Performance

DATE: September 19, 2020

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This bulletin supersedes Technical Service Bulletin 18-068-20 REV. A, date of issue September 18, 2020 which should be removed from your files. All revisions are highlighted with **asterisks**** and include updated LOP skill levels.**

This Technical Service Bulletin has also been released as a Rapid Response Transmittal (RRT) 20-050, date of issue August 26, 2020. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT 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 RRT will expire 18 months after the date of issue.

SUBJECT:

Flash: Powertrain Control Module (PCM) Updates

OVERVIEW:

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

MODELS:

2017 (DS) RAM 1500 Pickup

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

NOTE: This bulletin applies to vehicles equipped with a 3.0L V6 Turbo Diesel Engine (Sales Code EXF).

SYMPTOM/CONDITION:

Customers 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) have been set:

- P1D30-00 - Oil Viscosity Too Low.

NOTE: Attempting to clear the DTC P1D30-00 will be unsuccessful.

- P2453-00 - Diesel Particulate Filter Differential Pressure Sensor Circuit Performance.
- P0401-00 - EGR Flow Insufficient Detected.
- P0133-00 - O2 Sensor 1/1 Slow Response.
- P20EE-00 - SCR NOX Catalyst Efficiency Below Threshold Bank 1.
- P050E-00 - Cold Start Engine Exhaust Temperature Too Low.
- P0299-00 - Turbocharger Underboost Condition.
- P0402-00 - EGR Flow Excessive Detected.
- P245B - EGR Cooler Bypass Control Circuit Performance.
- P20C6 - Reductant Heater 4 Control Circuit Performance.
- P208B - Reductant Pump 1 Control Performance.
- P249C - Excessive Time To Enter Closed Loop Reductant Injection Control.
- P20E8-00 - Reductant Pressure Too Low.
- P20E9-00 - Reductant Pressure Too High.

The following software enhancement is available:

- Some vehicles may have experienced a slight engine hesitation or lag in acceleration from engine start-up until the engine and exhaust warmed up. This update is intended to reduce the hesitation or lag in acceleration from engine start-up.

In addition, the following software enhancement is also available:

- Ability to enable the “Fuel System Cleaning” routine in wiTECH.

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 RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition or DTC, perform the repair.

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.

NOTE: The Transmission Control Module (TCM) must be updated to the latest available software at the conclusion of this repair procedure. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the TCM software.

1. Is the vehicle on the RRT VIN list?
 - YES>>> Proceed to [Step 2](#) of the Repair Procedure.
 - NO>>> Proceed to [Step 3](#) of the Repair Procedure.
2. Check the PCM software version to see if it is the latest available.
3. Is the PCM software the latest available?
 - YES>>> This bulletin has been completed, use inspect LOP (18-19-04-K3) to close the active RRT.
 - NO>>> Proceed to [Step 4](#) of the Repair Procedure.
4. 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.
5. 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.
6. Verify the TCM is programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the TCM software.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-04-K3	Module, Powertrain Control (PCM) - Inspect **(1 - Semi-skilled)**	10 - Diesel	0.2 Hrs.
18-19-04-LH	Module, Powertrain Control (PCM) - Inspect and Reprogram **(1 - Semi-skilled)**	10 - Diesel	0.3 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 2 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

The dealer must choose which failure code to use depending on if this is a Rapid Response Transmittal (RRT) or 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 RRT.
- The failure code “RF” (Required Flash) can no longer be used on Service Bulletin flashes. **The “RF” failure code must be used on an RRT.**
- 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 must be supplied.

RF	Required Flash - RRT
CC	Customer Concern