

Technical Service Bulletin (TSB)
Flash: Transmission Control Module (TCM) Updates

REFERENCE:	TSB: 21-056-26 GROUP: 21 - Transmission and Transfer Case	Date:	July 9, 2026	REVISION:	21-018-21
VEHICLES AFFECTED:	2021 (DT) RAM 1500 Pickup This bulletin applies to vehicles equipped an 6.2L Supercharged Hemi V8 SRT Engine (Sales Code ESD) and an 8-SPD Auto 8HP95 Transmission (Sales Code DFS).			MARKET APPLICABILITY: ☐ NA ☐ SA ☐ EE ☐ MEA ☐ IAP ☐ CH NOTE: This bulletin applies to the North America, South America, Enlarged Europe, Middle East & Africa, India & Asia Pacific, and China markets.	
CUSTOMER SYMPTOM:	Customers may comment on one or more of the following: **Harsh or slipping feeling during upshifts (1st - 5th). - Harsh or slipping feeling during kickdown events under throttle. - Transmission fluid odor (burnt smell).** - During a 2 - 3 transmission upshift, the engine is hitting rev limit. - Hesitation feel during a pedal tip in, while engine is warming up below 1 °C (30 °F) ambient temp.				
CAUSE:	TCM Software.				

This bulletin supersedes Technical Service Bulletin (TSB) 21-018-21, date of issue May 22, 2021, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include updated Customer Symptoms, LOP, and Repair Procedure. Revisions not highlighted with asterisks include the removal of a build date.

REPAIR SUMMARY:

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

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-05-TR	Module, Transmission Control (TCM) - Reprogram (0 - Introduction)	2 - Automatic Transmission	0.2 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.

IMPORTANT! The software update will not correct a damaged transmission.

1. **Inspect the transmission condition prior to reprogramming.** Verify the transmission fluid condition (no burnt odor or contamination) and check for any indications of clutch or transmission damage. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 21 - Transmission and Transfer Case / Automatic - 8HP95 / Diagnosis and Testing.

NOTE: If abnormal conditions are present, address any mechanical concerns before reprogramming.

2. Reprogram the TCM with the latest software. If issues arise when flashing a module using the wiTECH Diagnostic Application, please submit a ticket to the Helpdesk. The helpdesk can be found within the Help menu.
3. 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.
4. With the vehicle stationary, verify there are no active DTCs, no warning messages and normal transmission engagement.**

POLICY:

Reimbursable within the provisions of the warranty.

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