



NUMBER: 18-092-15

GROUP: Vehicle Performance

DATE: November 21, 2015

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THIS BULLETIN SUPERSEDES SERVICE BULLETINS 18-023-11, DATED MAY 06, 2011 AND 18-046-11, DATED NOVEMBER 02, 2011, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS AND INCLUDES COMBINING BOTH BULLETINS WITH ADDITIONAL DTCs AND SYMPTOMS/CONDITIONS, REVISED SCAN TOOL USAGE STATEMENT AND LABOR OPS.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 11-099 FOR 2011 DS 4.7L VEHICLES. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL OTHER VEHICLES AND ENGINE COMBINATIONS NOT COVERED BY THE RRT SHOULD HAVE THE FLASH PERFORMED IF THEY COME INTO THE DEALER FOR ANY SERVICE. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

****HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING AN ECU IS AVAILABLE BY SELECTING "HELP" THEN "HELP CONTENTS" AT THE TOP OF THE wiTECH DIAGNOSTIC APPLICATION WINDOW.**

THE wiTECH SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.**

SUBJECT:

Flash: Diagnostic And System Improvements

OVERVIEW:

This bulletin involves diagnosis and selectively erasing and reprogramming the Powertrain Control Module (PCM) with new software or if necessary replacing the PCM based on the DIAGNOSIS. This new software once reprogrammed in the PCM will prevent the need to replace the PCM when the Diagnostic Trouble Codes (DTCs) listed below occur as a pair.

MODELS:

2011	(DD)	RAM 3500 CAB Chassis
2011	(DJ)	RAM 2500 Pickup
2011	(DS)	RAM 1500 Pickup
2011	(ND)	Dodge Dakota

NOTE: This Service Bulletin applies to vehicles equipped with a 3.7L, 4.7L or 5.7L engine (sales code EKG, EVE, EZC or EZH), a 545RFE or 42RLE transmission (Sales Code DGQ or DGV).

SYMPTOM/CONDITION:

****A small number of customers may experience one or more of the symptoms/conditions listed below or a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the Technician may find the following Diagnostic Trouble Code (DTCs):**

Upon further investigation the Technician may find that any of the following Diagnostic Trouble Codes have been set. If any of the following DTC's have been set perform the Diagnosis.**

- ****U0140 - Lost Communication With Body Control Module. Attempting to clear this DTC will be unsuccessful.****
- P0032 - O2 Sensor 1/1 Heater Circuit High.
- P0038 - O2 Sensor 1/2 Heater Circuit High.
- P0052 - O2 Sensor 2/1 Heater Circuit High.
- P0058 - O2 Sensor 2/2 Heater Circuit High.
- P0031 - O2 Sensor 1/1 Heater Circuit Low.
- P0037 - O2 Sensor 1/2 Heater Circuit Low.
- P0051 - O2 Sensor 2/1 Heater Circuit Low.
- P0057 - O2 Sensor 2/2 Heater Circuit Low.
- P2096 - Downstream Fuel Trim System 1 Lean (5.7L Engines).
- P2097 - Downstream Fuel Trim System 1 Rich (5.7L Engines).
- P2098 - Downstream Fuel Trim System 2 Lean (5.7L Engines).
- P2099 - Downstream Fuel Trim System 2 Rich (5.7L Engines).

Driveability Improvements:

- Engine seems to lack power at high engine RPM (5.7L and 4.7L Engines).
- Shudder or shake condition on wide open throttle stab during downshift event (5.7L and 4.7L Engines).
- EVAP Diagnostic Enhancements. This diagnostic routine will be disabled while the vehicle is in decel fuel shut off mode. (3.7L and 4.7L Engines only).
- Audible knock sound on WOT launches. (DJ/DD 5.7L Engines only).

Transmission Improvements:

- High engine RPM's needed before vehicle will upshift from 3rd to 4th. (5.7L and 4.7L Engines).
- Harsh 1st to 2nd gear upshift. (5.7L and 4.7L Engines).
- Unexpected or busy downshift while coasting between 72-77 Kph (45-48 mph) (DS 5.7L Engines only).

DIAGNOSIS:

******Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all engine 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. For all other customers that describe the symptom/condition listed above or if the technician finds the DTC, perform the Repair Procedure.******

The PCM only needs to be replaced if 2 or more of the **Circuit High or Circuit Low** DTC's are active or stored:

- P0032 - O2 Sensor 1/1 Heater Circuit High.
 - P0038 - O2 Sensor 1/2 Heater Circuit High.
 - P0052 - O2 Sensor 2/1 Heater Circuit High.
 - P0058 - O2 Sensor 2/2 Heater Circuit High.
 - P0031 - O2 Sensor 1/1 Heater Circuit Low.
 - P0037 - O2 Sensor 1/2 Heater Circuit Low.
 - P0051 - O2 Sensor 2/1 Heater Circuit Low.
 - P0057 - O2 Sensor 2/2 Heater Circuit Low.
1. Are there multiple Circuit High or Circuit Low DTCs?
 - a. Yes >>> 2 or more DTCs listed above are active/stored, perform the "REPAIR PROCEDURE FOR VEHICLES THAT HAVE EXPERIENCED THE MIL:".
 - b. No >>> Perform the "REPAIR PROCEDURE FOR VEHICLES THAT HAVE NOT EXPERIENCED THE MIL:" and perform the appropriate diagnostic procedures available in DealerCONNECT/TechCONNECT".******

PARTS REQUIRED:

Qty.	Part No.	Description
AR (1)	RL150580AC	Module, Powertrain Control 5.7L DD and DJ Bodies
AR (1)	RL150581AD	Module, Powertrain Control 5.7L EZH DS Body
AR (1)	05150502AA	Module, Powertrain Control 5.7L EZE DS Body
AR (1)	RL150584AC	Module, Powertrain Control 4.7L EVE DS Body
AR (1)	RL150583AC	Module, Powertrain Control 3.7L EKG DS Body

REPAIR PROCEDURE FOR VEHICLES THAT HAVE EXPERIENCED THE MIL:

NOTE: Only perform this procedure if the above DTC's have been identified to be a “circuit high” pair or a “circuit low” pair.

1. **Replace PCM. Refer To Group 8 - Electrical > Electronic Control Modules - Service Information > Module - Powertrain Control > removal & installation procedures.

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.

2. Reprogram the PCM with the latest available software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the “HELP” tab on the upper portion of the wiTECH window, then “HELP CONTENTS.” This will open the Welcome to wiTECH Help screen where help topics can be selected.

NOTE: After PCM reprogramming, the following must be performed:

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 the them to be cleared.**

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-06-GB	Module, Powertrain Control (PCM) - Reprogram (0 - Introduction)	8 - Engine Performance	0.2 Hrs.
18-19-06-P2	Module, Powertrain Control (PCM) - Replace and Reprogram (0 - Introduction)	8 - Engine Performance	0.5 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. If the customer came in with an issue and if the dealer finds a software update to correct that issue, use failure code CC, for all other use failure code RF.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

CC	Customer Concern
RF	Routine Flash**