



NUMBER: 21-018-17 REV. C

GROUP: 21 - Transmission and Transfer Case

DATE: December 15, 2017

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.

THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-018-17 REV. B, DATED AUGUST 11, 2017, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES ADDING A RRT STATEMENT, REPAIR PROCEDURE STEP, INSPECTION LOP AND UPDATED FAILURE CODE STATEMENT.**

****THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-115. ALL APPLICABLE 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 REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.****

FOR HELP WITH USING wiTECH FOR ECU FLASH REPROGRAMMING, CLICK ON THE APPLICATION'S "HELP" TAB.

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

SUBJECT:

Flash: Transmission Diagnostic and Shift Enhancements

OVERVIEW:

This bulletin involves reprogramming the Transmission Control Module (TCM) with the latest available software.

MODELS:

2015 - 2016

(VM)

RAM ProMaster City

NOTE: This bulletin applies to vehicles equipped with a 2.4L I4 Multiair Engine (Sales Code ED6) and a 9SPD 948TE FWD Automatic Transmission (Sales Code DFH).

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 Code (DTCs):

- P1634 - TCM Internal Watchdog Performance.
- P0887 - TCM Power Control Circuit High.
- P1720 - Output Speed Sensor-Wheel Speed Rationality.
- P1DCCD - TCM Monitoring Processor Performance Multiple Clutches Locked Up.
- P0711 - Transmission Fluid Temperature Sensor A Circuit Range-Performance.
- P1DAD - Input Shaft-Output Shaft Direction Correlation.
- P1CC9 - Unable To Engage Gear.

This software release also includes the following improvements:

- Calibrations to support changes in air flow to protect the catalyst.
- Transmission shift quality.
- Enable the capability to capture non-DTC control module data through the Uconnect data recording system.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed 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 DTCs, perform the repair.

REPAIR PROCEDURE:

NOTE: The Powertrain Control Module (PCM) MUST be updated to the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the PCM software.

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. ****Does the TCM have the latest available software level?**
 - YES>>> This bulletin has been completed. Use LOP (18-19-05-HA) to close the active RRT.
 - NO>>> Proceed to [Step 2](#).**
2. Reprogram the TCM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
3. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
4. Verify the PCM is programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the PCM software.

NOTE: Do not clear the shift adaptives in the TCM's memory. This action may cause the transmission to not shift smoothly until the adaptives are relearned.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-05-HA	Module, Transmission Control (TCM) - Inspect (0 - Introduction)	2 - Automatic Transmission	0.2 Hrs.
18-19-05-EY	Module, Transmission Control (TCM) - Inspect and Reprogram (0 - Introduction)	2 - Automatic Transmission	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 4 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.**

- 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.
- The failure code “RF” (Required Flash) can no longer be used on Service Bulletin flashes. The “RF” failure code can only be used on RRT.
- 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.**

CC	Customer Concern
RF	Required Flash