



**NUMBER:** 21-033-16

**GROUP:** Transmission and Transfer Case

**DATE:** September 28, 2016

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 21-064-15, DATED NOVEMBER 21, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDE REMOVAL OF WK/WD VEHICLES, UPDATED SYMPTOM/CONDITION AND NEW LOP.**

**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 Shift And Drivability Enhancements

***OVERVIEW:***

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

***MODELS:***

2015 (DS) RAM 1500 Pickup

**NOTE: This bulletin applies to vehicles equipped with a 5.7L engine (Sales Code EZH) and 8HP70 automatic transmission (Sales Codes DFD or DFK).**

***SYMPTOM/CONDITION:***

The purpose of this software release is to enable the capability to capture non Diagnostic Trouble Code (DTC) control module data through the Uconnect Data Recording system.

- **\*\*Improved shift scheduling to expand the operating range of 8th gear.\*\***
- Improved 7th gear upshift timing.

***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 above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If customer is in for a transmission related issue and the flash update is available, perform the Repair Procedure.

**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 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.
2. 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.

**NOTE: Do not clear the adaptation memory cells in the TCM's memory. Clearing the memory cells may cause the transmission to not shift smoothly until they can be fully relearned.**

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
**18-19-05-E1	Module, Transmission Control (TCM) - Reprogram (1 - Semi Skilled)	2 - Automatic Transmission	0.2 Hrs.**

**NOTE: The expected completion time for the flash download portion of this procedure is approximately 1 minute. 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 the dealer found updated software 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