

Technical Service Bulletin (TSB)

Flash: Transmission Control Module (TCM) Updates

REFERENCE:	TSB: 21-007-23 GROUP 21 - Transmission and Transfer Case	Date:	March 23, 2023	REVISION:	21-030-22 REV. A
VEHICLES AFFECTED:	2022 (D2) RAM 3500 Pickup 2022 (DD) RAM 3500 Cab Chassis 2022 (DP) RAM 4500/5500 Cab Chassis This bulletin applies to vehicles equipped with the following: <ul style="list-style-type: none">D2 vehicles equipped with an 6.7L I6 Cummins HO Turbo Diesel Engine (Sales Code ETM) and an 6SPD Auto Aisin AS69RC HD Transmission (Sales Code DF2).DD and DP vehicles equipped with an 6.7L I6 Cummins Turbo Diesel Engine (Sales Code ETN) or with an 6.4L V8 Heavy Duty Hemi Engine (Sales Code ESB) and an 6SPD Auto Aisin AS69RC HD Transmission (Sales Code DF2) or an 6SPD Auto Aisin AS66RC HD Trans (Sales Code DF3). **The RSU portion of this bulletin applies to vehicles built on or after March 14, 2022 (MDH 0314XX) and on or before December 05, 2022 (MDH 1205XX).**			MARKET APPLICABILITY: <input checked="" type="checkbox"/> NA <input type="checkbox"/> SA <input checked="" type="checkbox"/> **EE <input checked="" type="checkbox"/> MEA** <input type="checkbox"/> IAP <input type="checkbox"/> CH	
CUSTOMER SYMPTOM:	Customers may experience one or more of the following: <ul style="list-style-type: none">**Squawk/chirp/squeak type noise during a 3-4 upshift**.Harsh shifts.Poor shift quality, with light pedal (Sales Codes ETM and ETN Only).Poor shift quality at 32-48 kph (20-30 mph), with low rpm and light to medium pedal apply, typically tipping in from zero pedal (Sales Codes ETM and ETN Only).Coasting shift bump with exhaust brake and/or tow/haul active (Sales Codes ETM and ETN Only).Poor shift quality, often when increasing pedal during a shift (Sales Code ESB Only).Poor 1-2 upshift quality (D2 with ETM, or DD and DP with Sales Code ESB Only).				
CAUSE:	TCM Software				

This bulletin supersedes Technical Service Bulletin 21-030-22 REV. A, date of issue November 01, 2022, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include additional markets, build dates, converting to an RSU, Symptom/Condition, LOP and Steps.

****This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-086, date of issue March 23, 2023. All applicable RSU VINs have been loaded. To verify this RSU 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 RSU will expire 18 months after the date of issue.****

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-R1	Module, Transmission Control (TCM) - Inspect Software Level (0 - Introduction)	2 - Automatic Transmission	0.2 Hrs.

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-05-RT	Module, Transmission Control (TCM) - Inspect and Reprogram (0 - Introduction)	2 - Automatic Transmission	0.4 Hrs.
Failure Code	**RF	Required Flash - RSU**	
	CC	Customer Concern	

****The dealer must choose which failure code to use depending on if this is a Rapid Service Update (RSU) or Technical 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 RSU.
- The failure code “RF” (Required Flash) can no longer be used on Technical Service Bulletin flashes. The “RF” failure code must be used on an RSU.
- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Technical Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C’s must be supplied.**

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 Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the one 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 RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.

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.

1. **Is the vehicle on the RSU VIN list?
 - YES>>> Proceed to [Step 2](#).
 - NO>>> Proceed to [Step 3](#).
2. Does the TCM have the latest software already installed?
 - YES>>> This bulletin has been completed, use inspect LOP (18-19-05-R1) to close the active RSU.
 - NO>>> Proceed to [Step 3](#).**
3. Reprogram the TCM with the latest available software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application’s “HELP” tab.
4. Once programming is complete, perform the “Quick Learn” procedure using the wiTECH.
5. 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.

POLICY:

Reimbursable within the provisions of the warranty.

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