



**NUMBER:** 25-001-15 REV. A

**GROUP:** Emissions Control

**DATE:** August 12, 2015

*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 25-001-15, DATED MAY 30, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDE UPDATES TO SYMPTOMS/CONDITIONS AND REPAIR PROCEDURES.**

**\*\*THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-063. ALL APPLICABLE 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 REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.\*\***

***SUBJECT:***

Diesel Exhaust Fluid (DEF) Level Sensor Manufacturing Defect

***OVERVIEW:***

This bulletin involves replacing the DEF pump module.

***MODELS:***

2014-2015	(DJ)	Ram 2500 Pickup
2014-2015	(D2)	Ram 3500 Pickup
2014-2015	(DD)	Ram 3500 Cab Chassis
2014-2015	(DP)	Ram 4500/5500 Cab Chassis

**NOTE: \*\*This bulletin applies to unsold vehicles built on or after April 1, 2014 (MDH 0401XX) and on or before September 27, 2014 (MDH 1001XX) equipped with a 6.7L Cummins diesel engine (Sales Code ETK).\*\***

**NOTE: \*\*IF THE VIN IS NOT INCLUDED ON RRT 15-063, THIS TSB SHOULD NOT BE PERFORMED.\*\***

**DISCUSSION:**

The DEF system uses a complex radio frequency type level sensor to detect the amount of fluid present in the DEF tank. As the fluid level in the tank decreases, the level sensor becomes exposed to air which alters the signal sent out by the sensor. The sensor translates this signal change into a fluid level and busses the information to the Instrument Panel Cluster (IPC) via the Dosing Control Unit (DCU).

A manufacturing defect in the level sensor may have occurred, if the level sensor was built within the time frame listed above.

**SYMPTOM/CONDITION:**

\*\*A manufacturing defect in the level sensor may have occurred, if the level sensor was built within the time frame listed above. There may be a Malfunction Indicator Lamp (MIL) illuminated. Upon further investigation a technician may find one or more of the following Diagnostic Trouble Codes (DTCs).\*\*

- P203B - Reductant Level Sensor Circuit Performance.
- P203C - (Diesel Exhaust Fluid) Reductant Level Sensor Circuit Low.
- P203D - (Diesel Exhaust Fluid) Reductant Level Sensor Circuit High.

**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all vehicle 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.

\*\*Only perform the following repair procedure if the vehicles VIN appears in the VIP or RRT VIN list.\*\*

**PARTS REQUIRED:**

Qty.	Part No.	Description
1 (AR)	68192659AC	Module Kit, Urea Pump/Level Unit
(AR)	68035704AB	Fluid, Diesel Exhaust - 1 gallon
(AR)	68056278AB	Fluid, Diesel Exhaust - 2.5 gallon

**REPAIR PROCEDURE:**

**CAUTION:** Due its corrosive nature, DEF fluid must not come in contact with any open electrical connections or harnesses. If fluid contamination in the electrical connections should occur, the harness must be replaced. Ensure that all disconnected harnesses are properly secured up and out of the way of any possible splash zones during the course of this repair.

1. Replace the DEF pump assembly. Refer to detailed service procedures in DealerCONNECT/TechCONNECT Service Information Section 25 - Emissions Control> Diesel Exhaust Fluid Emissions> Assembly, Diesel Exhaust Fluid Pump> Removal/Installation. Ensure that all disconnected harnesses are properly tied up and out of the way during the repair. Do not allow any DEF fluid to come in contact with any of the harness electrical connections.

**NOTE:** The following steps must be performed once the new pump is installed and the tank is filled. Failure to do so may result in DTC P20E8 - (Diesel Exhaust Fluid) Reductant Pressure Too Low setting in the PCM.

**NOTE:** The PCM must be at the latest available software level before performing the DEF Reductant Doser Pump Prime Override test. Refer to all applicable published service bulletins for detailed repair procedures and labor times.

2. Ensure that the DEF tank is approximately 1/2 full.
3. Using WiTECH, perform a DEF Reductant Doser Pump Prime Override test a total of 10 times to ensure that the DEF pump has been sufficiently primed and that all air has been purged from the pump and filter.
4. Turn the ignition key on and ensure the DEF level gauge is reading correctly.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
25-08-12-91	Assembly, Diesel Exhaust Fluid Pump - Replace (1 - Semi-Skilled)	10 - Diesel	0.7 Hrs.

**FAILURE CODE:**

ZZ	Service Action
----	----------------