



**NUMBER:** 09-002-16

**GROUP:** Engine

**DATE:** January 16, 2016

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**SUBJECT:**

Engine Mounts Replacement

**OVERVIEW:**

This bulletin involves replacing the right and left engine mounts.

**MODELS:**

2014 - 2016 (DJ) Ram 2500 Pickup

**NOTE: This bulletin applies to vehicles within the following markets/countries:  
NAFTA.**

**NOTE: This bulletin applies to vehicles built on or before October 11, 2015 (MDH 1011XX) equipped with 6.4L Engine (sales code ESA).**

**SYMPTOM/CONDITION:**

The customer may describe a drone/noise or excessive vibration condition when the engine is operating in ECO mode.

**DIAGNOSIS:**

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

**PARTS REQUIRED:**

Qty.	Part No.	Description
1	68090655AA	Insulator, Engine Mount Right Side
1	68090658AA	Insulator, Engine Mount Left Side

**REPAIR PROCEDURE:**

Replace the left and right side engine mount insulators. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 09 - Engine, 6.4L/Engine Mounting/Insulator, Engine Mount, Engine Mount, Left/Right> Removal/Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
09-40-10-98	Engine Mount/support Both Left and Right - Replace (1 - Semi- Skilled)	4 - Chassis Systems	1.4 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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