



NUMBER: 09-004-16 REV. A

GROUP: Engine

DATE: April 09, 2016

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 09-004-16, DATED MARCH 03, 2016, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES A NOTE AND STEP IN REPAIR PROCEDURE.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-023. ALL APPLICABLE SOLD AND 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:

Cummins Service Engine Replacement

OVERVIEW:

This bulletin involves replacing the engine assembly.

MODELS:

2013 - 2015	(DJ)	RAM 2500 Pickup
2012 - 2015	(D2)	RAM 3500 Pickup
2013 - 2015	(DD)	RAM 3500 Cab Chassis
2013 - 2015	(DP)	RAM 4500/5500 Cab Chassis

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

NOTE: This bulletin applies to vehicles equipped with 6.7L I6 Cummins Turbo Diesel Engine (Sales Code ETK).

SYMPTOM/CONDITION:

Remanufactured long block or short block was installed during a prior repair. A new replacement engine will be installed.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, The customer call center agent will provide the customer with the RRT# to perform the repair.

1. The customer will provide the RRT# given by the customer call center agent.
2. The service advisor can confirm that the customer's vehicle is part of the field service action by the VIN "To Do List" which will be published on DealerConnect.
3. After confirmation the dealer will need to schedule a repair time with the customer.
4. Does the customer want the engine assembly installed?
 - a. YES>>> Continue with [Step #5](#).
 - b. NO>>> This bulletin has been completed, use LOP (09-01-01-9F) to close the active RRT.

NOTE: The engine shipment will take 3-5 days

5. While the customer is still at the dealership, the service advisor needs to gather the below listed images from the vehicle, to submit a Powertrain Service Center (PSC) Digital Imaging Request In DealerConnect. This will then trigger and engine ordering process.
 - Door VIN tag image.
 - Under hood image.
 - Engine data tag image.
 - Odometer image.
6. After gathering the above information, the dealership will need to submit a Digital Imaging Request using the above information.
7. The dealership will need to provide the information listed below, on the digital imaging report.
 - Parts serial number image (insert engine data tag image).
 - Odometer image (insert vehicle odometer image).
 - Diagnostic check sheet (type in the RRT# and attach).
 - Repair/replace worksheet (add coolant and the lop and attach).
 - Affected area image 1 (insert door VIN tag image).
 - Affected area image 2 (insert vehicle under hood image).
 - Complete the remainder of the digital imaging document (dealer info, mileage, etc.).
8. Submit documents and set up appointment for repair procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	N/A	Engine Assembly
1	68071676AA	Gasket, Exhaust Pipe
(AR)	1 Gallon - 68163848AA (concentrate) 68163849AA (50/50)	Engine Coolant
1	52121859AD	Clamp, Exhaust

REPAIR PROCEDURE:

Replace the engine assembly. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 09 - Engine, 6.7L Diesel> Removal/Installation.

NOTE: **Remove the Engine Control Module/Powertrain Control Module (ECM/PCM) from the current engine and install on the replacement engine. Failure to install the original ECM/PCM will cause DTCs U02A2 - Lost Communication With Reductant Quality Module and U02A3 - Lost Communication With PM Sensor, to set. The new ECM/PCM that came with the replacement engine must be reinstalled on the current engine to be shipped back to Cummins.**

1. ****While engine is removed from chassis, the ECM/PCM and the Exhaust Gas Recirculation (EGR) cooler water outlet, will need to be transferred from the original engine to the replacement engine.****
2. Is the vehicle a Cab Chassis?
 - a. YES>>> Continue with [Step #3](#).
 - b. NO>>> Continue with [Step #18](#).
3. Remove the banjo bolt securing the coolant vent hoses and cab heater return hose ([Fig. 1](#)).



Fig. 1 Hoses

1 - Coolant Vent Hose Banjo Bolt

2 - Cab Heater Return Hose

4. Remove turbo coolant return hose and bolt at the EGR cooler (Fig. 2).



Fig. 2 EGR Cooler-Bolt

- 1 - EGR Cooler
- 2 - Turbo Coolant Return Hose

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5. Remove EGR cooler outlet tube from the EGR cooler.
 6. Remove EGR cooler outlet tube from the cooler inlet connection

7. Remove reservoir return hose (Fig. 3).



Fig. 3 Reservoir and Return Hoses

1 - Reservoir Return Hose

8. Remove bolt at the coolant inlet connection (Fig. 4).



Fig. 4 Coolant Inlet

1 - Coolant Inlet Bolt

9. Installation is reverse of removal.

NOTE: Inspect EGR cooler outlet tube for any damages from removal of previous engine.

NOTE: O-rings need to be lubricated with P-80 or vegetable oil.

10. Install bolt at the coolant inlet and torque to 10 N·m (89 in. lbs.).
11. Connect reservoir return hose.
12. Install the coolant outlet tube into the EGR cooler.
13. Install EGR coolant inlet connection into the EGR cooler.
14. Install bolt at EGR cooler and torque to 10 N·m (89 in. lbs.).
15. Connect turbo coolant return hose.
16. Connect cab heater return hose.
17. Install banjo bolt with new sealing washers on to coolant outlet tube and torque to 15 N·m (11 ft. lbs.). Proceed to [Step #32](#).
18. Remove coolant vent hose, cab heater return hose and bolt to EGR cooler ([Fig. 5](#)).



Fig. 5 EGR Cooler

- 1 - Coolant Vent Hose
 - 2 - Cab Heater Return Hose
 - 3 - EGR Cooler Bolt
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19. Remove reservoir return hose and turbo coolant return hose (Fig. 6).



Fig. 6 Return Hoses

- 1 - Reservoir Return Hose
- 2 - Turbo Coolant Return Hose

20. Remove bolt at coolant inlet (Fig. 7).



Fig. 7 Coolant Inlet

- 1 - Coolant Inlet Bolt

21. Remove EGR cooler outlet tube from EGR cooler.

- 22. Remove EGR outlet tube from coolant inlet housing.
- 23. Installation is reverse of removal.

NOTE: Inspect EGR cooler outlet tube for any damages from removal of previous engine.

NOTE: O-rings need to be lubricated with P-80 or vegetable oil.

- 24. Install EGR water outlet tube into the water inlet housing.
- 25. Install the EGR cooler water outlet tube to the EGR cooler.
- 26. Install bolt at the water inlet and torque to 10 N·m (89 in. lbs).
- 27. Connect Turbo Coolant Return Line.
- 28. Connect reservoir return hose.
- 29. Install bolt to EGR cooler and torque to 9.5 N·m (84 in. lbs).
- 30. Connect cab heater return hose.
- 31. Connect coolant vent hose.
- 32. Install air inlet tube to turbo charger.
- 33. Install the air cleaner body (DealerCONNECT> TechCONNECT under: Service Info> 09 - Engine/Air Intake System/BODY, Air Cleaner - Installation) .
- 34. Connect negative battery cables.
- 35. Fill engine coolant (DealerCONNECT> TechCONNECT under: Service Info> 07 - Cooling - Standard Procedure) .
- 36. Check the cooling system for leaks and proper operation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
09-01-01-9F	Inspect for Engine Assembly Replacement (3 - Skilled)	10 - Diesel	0.2 Hrs.
09-01-01-9G	Engine assembly - Replace (3 - Skilled)	10 - Diesel	15.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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