

WARRANTY BULLETIN



TO: Dealer Principal, Service Manager,
Service Advisor, Parts Manager and
Warranty Claims Administrator

NO: D-19-02

DATE: November 6, 2019

SUBJECT: Fast Feedback Program – 6.7L
Cummins Engine - 2019 HD Ram – All
Models (Rev. B)

FOR: All U. S. Dealers
All U. S. Business Centers

PURPOSE

To announce that this Fast Feedback Program for replacing the **6.7L Cummins Engine (Sales Codes ETL, ETM or ETN) for the 2019 HD Ram has been extended** in an effort to collect, monitor and correct quality issues in a timely and efficient manner.

Models affected:

- 2019 HD Ram (D2/DD/DF/DJ/DP)

TIMING:

November 1, 2019 – March 31, 2020

NOTE: At the end of this Fast Feedback program, normal Parts Ordering and Service Information procedures will apply.

ACTION:

When customer input and technician diagnosis suggests an engine, drivability or electronic issue, the dealer must:

- Review the nature of the problem and perform all necessary diagnostics.
- Contact the STAR Center at **1-800-850-7827** and review the details of the problem and the diagnostics.

NOTE: All parts needed for these repairs will be “order restricted” during the term of this program. If these need replacement, please contact the STAR Center for critical warranty information.

- If an engine repair is necessary, you will be advised by STAR of any special instructions regarding component removal and return.





- To avoid damage and fluid spills, all returned parts must be shipped in the same container provided with the new replacement part.

NOTE: DO NOT disassemble the engine without prior approval from STAR. Chargebacks will be imposed for unauthorized internal engine diagnostics.

All replaced engine assemblies must be returned using UPS (Heavy) transportation. A STAR Center representative will initiate the Fast Track process to ensure proper component packaging and return.

DO NOT return engines via DDS.

ADDITIONAL INFORMATION:

NOTE: It is possible for a vehicle to have multiple parts on restriction.

Alternate transportation reimbursement requests can be submitted on the same claim as the warranty repair. Refer to Warranty Bulletin D-15-15 (Rev. A) for complete Alternate Transportation Guidelines.

Please ensure that all affected dealership personnel are aware of this bulletin.

WARRANTY OPERATIONS

FCA US LLC reserves the right to change any or all of the rules set forth in the Dealer Policy Manual and the Warranty Administration Manual by means of Warranty Bulletins and also by making the amended manual available to you on DealerCONNECT.

