



WARRANTY BULLETIN

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

NO: D-19-02

DATE: **November 25, 2020**

SUBJECT: Fast Feedback Program – 6.7L
Cummins Engine - 2019 & 2020 HD Ram &
Fuel Injection Pump – All Models (Rev. F)

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

*****Revisions are noted in RED*****

PURPOSE

To announce that this Fast Feedback Program for replacing the **6.7L Cummins Engine (Sales Codes ETL, ETM or ETN)** and **Fuel Injection Pump** for the **2019 and 2020 HD Ram** has been **extended** in an effort to collect, monitor and correct quality issues in a timely and efficient manner.

Models affected:

- 2019 and 2020 HD Ram (D2/DD/DF/DJ/DP)

TIMING:

November 1, 2019 – **May 31, 2021**

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, **fuel injection pump**, 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** or by creating a STAR case and providing 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 or **fuel injection pump** 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.

FUEL INJECTION PUMP - STAR Case Tips for First Contact Resolution

The following information must be provided to STAR in order for STAR to process the order for a restricted fuel system component:

1. **Vehicle Scan Report**
2. **wiTECH Duty Cycle Report** (email to FCA_DC@cummins.com)
 - 1.) Connect to the truck using WiTech 2.0 MicroPod
NOTE: If there is a flash available for the PCM, do not flash the PCM as you will lose the duty cycle information.
 - 2.) From the topology screen, select the PCM module
 - 3.) Select the Misc. Functions tab
 - 4.) Select Cummins 6.7L Duty Cycle Monitor
 - 5.) Run the routine, it takes about 10 seconds
 - 6.) You will then be prompted to input an email address. Input FCA_DC@cummins.com as the email address and be sure to click "**Add**" after doing so otherwise the email will not be sent.
- After selecting add click continue.
3. **Inspect the fuel system for external contamination and describe in STAR Case Narrative**
4. **Take a clear photo of the FQS and FQS Bore of the pump to confirm the failure (see example below)**





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-19-28 (Rev. B) for complete Goodwill 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.

