



**NUMBER:** 18-073-21

**GROUP:** 18 - Vehicle Performance

**DATE:** August 13, 2021

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**SUBJECT:**

Diesel Injector Freezing

**OVERVIEW:**

This bulletin involves installing a insulator over the Diesel Exhaust Fluid (DEF) injector.

**MODELS:**

2013 - 2018	(DD)	RAM 3500 Cab Chassis
2013 - 2018	(DP)	RAM 4500/5500 Cab Chassis
2013 - 2018	(D2)	RAM 3500 Pickup
2013 - 2018	(DJ)	RAM 2500 Pickup

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

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

**SYMPTOM/CONDITION:**

Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find that one or more of the following Diagnostic Trouble Codes (DTCs) have been set:

- P218F - Reductant No Flow Detected.
- P202E - (Diesel Exhaust Fluid) Reductant Injector Performance.

**NOTE:** The customer will not notice any driveability issues associated with these DTCs. These DTCs may set when the vehicles is parked for a long time and the ambient temperatures are below -11 °C (12 °F).

**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related 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.

If the customer describes the symptom/conditions listed above or if the technician finds the DTCs, perform the Repair Procedure.

**PARTS REQUIRED:**

Qty.	Part No.	Description
1	68564806AA	DEF Injector Cover Kit This Kit Does Include the I-sheet

**REPAIR PROCEDURE:**

1. Follow the instruction on the I-sheet (K6856122) to install the thermal protective cover on the DEF (Urea) injector.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
25-08-03-90	Cover, Diesel Exhaust Fluid (DEF) Injector, Install (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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