

WARRANTY BULLETIN



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

NO: D-22-07

DATE: October 18, 2023

SUBJECT: Part Order Restriction Program – **Engine Control Module (ECM)** – Select 2022 - 2024 Ram 2500 Pickup (DJ), 2022 - 2024 Ram 3500 Pickup (D2), 2022 - 2024 Ram 3500 Cab Chassis (DD) and 2022 - 2024 4500/5500 Ram Cab Chassis (DP) (Rev. C)

FOR: All U. S. Dealers

All U. S. Business Centers

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

PURPOSE

To announce the addition of 2024 model year vehicles to this Part Order Restriction program for replacing the **Engine Control Module (ECM)** in an effort to collect, monitor and correct quality issues in a timely and efficient manner.

Models affected:

- 2022 - 2024 Ram 2500 Pickup (DJ) with a 6.7L engine (Sales Code ETL)
- 2022 - 2024 Ram 3500 Pickup (D2) with a 6.7L engine (Sales Codes ETL and ETM)
- 2022 - 2024 Ram 3500 Cab Chassis (DD) with a 6.7L engine (Sales Code ETN)
- 2022 - 2024 Ram 4500/5500 Cab Chassis (DP) with a 6.7L engine (Sales Code ETN)

TIMING:

April 4, 2022 – Until Further Notice

NOTE: At the end of this Part Order Restriction program, normal Parts Ordering and Service Information procedures will apply.

ACTION:

When customer input and technician diagnosis suggest an Engine Control Module (ECM) defect, 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. The STAR Center will determine if replacement is necessary based on the information provided, and if approved, the STAR Center will place the order for the dealer.

- If an Engine Control Module (ECM) replacement is necessary, you will be advised by STAR of any special instructions regarding component removal and return.
- To avoid damage, all returned parts must be shipped in the same container provided with the new replacement part.

All replaced Engine Control Module (ECM) must be returned using UPS Ground. A STAR Center representative may initiate the Fast Track process in certain cases to ensure proper component packaging and return. All other parts should follow the normal parts return process.

DO NOT return Engine Control Module (ECM) via DDS.

ADDITIONAL INFORMATION:

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

Goodwill Alternate Transportation reimbursement requests can be submitted on the same claim as the warranty repair. Refer to Warranty Bulletin D-19-28 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.

