



WARRANTY BULLETIN

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

NO: D-24-10

DATE: May 1, 2024

SUBJECT: (XQ1) Emission Control System
Components – Select 2013 - 2019 RAM 2500
Pickup (DJ) and 2013- 2019 RAM 3500
Pickup (D2)

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

PURPOSE:

To announce a warranty extension on certain components of the **Emission Control System** for all eligible vehicles that complete Emissions Recalls VB6 or 67A. The specific components must be identified using a LOP code search in DealerCONNECT or wiADVISOR VIP. This warranty extension shall cover the cost of any OBD diagnostic scan for malfunctions that trigger the OBD malfunction indicator light (MIL), regardless of whether the malfunction is attributable to a part that is covered under the Warranty Extension needed to repair the items listed:

Emissions Recall VB6 – MY 2019 RAM Covered Components

Exhaust and Aftertreatment Components, including:

- Diesel Oxidation Catalyst (DOC) / Diesel Particulate Filter (DPF) Assembly
- Selective Catalyst Reduction (SCR) Catalyst Assembly
- Ammonia Oxidation Catalyst
- NOx Sensors (including Engine Out and System Out)
- DPF Differential Pressure Sensor

Diesel Exhaust Fluid (DEF) System, including:

- DEF Injector
- DEF Injector Controller
- DEF Storage Tank
- DEF Delivery Lines
- DEF Quality Sensor
- DEF Supply Module, Pump & Temperature Sensor Unit

Exhaust Gas Recirculation (EGR) System, including:

- EGR Cooler
- EGR Valve
- EGR Temperature Sensors
- EGR Cooler Bypass Valve and Actuator





Emissions Recall 67A – MY 2013 - 2018 RAM Covered Components

Exhaust and Aftertreatment Components, including:

- Selective Catalyst Reduction (SCR) Catalyst Assembly
- Ammonia Oxidation Catalyst
- NOx Sensors (including Engine Out and System Out)

Diesel Exhaust Fluid (DEF) System, including:

- DEF Injector
- DEF Injector Controller
- DEF Storage Tank
- DEF Delivery Lines
- DEF Quality Sensor
- DEF Supply Module, Pump & Temperature Sensor Unit

Controller Replacement: In the event that the hardware of the SCR controller is damaged by the completion of Recalls VB6 or 67A, hardware should be replaced at no cost to the customer and provide a 2-year “spare parts” warranty for the replaced part.

Goodwill Alternate Transportation: This Warranty Extension provides Goodwill Alternate Transportation where available for service lasting longer than three hours.

This warranty extension for the Emission Control System components applies to the following vehicles after they complete Emissions Recall VB6 or 67A:

- 2013 - 2019 RAM 2500 Pickup (DJ)
- 2013- 2019 RAM 3500 Pickup (D2)

Affected Vehicles:

This warranty extension applies only to vehicles that have completed Emissions Recall VB6 or 67A. As such, it applies only to vehicles equipped with a 6.7L I6 Cummins Turbo Diesel Engine (**Sales Codes ETL or ETM or ETK**) with a 6-Speed Manual G56 Transmission (**Sales Codes DEG**), a 6-Speed Automatic 68RFE Transmission (**Sales Code DG7**), or a 6-Speed Auto Aisin AS69RC HD Transmission (**Sales Code DF2**).

NOTE: This warranty extension coverage period is the greater of: (i) 10 years from the date of initial sale or 120,000 miles on the odometer (whichever comes first); or (ii) 4 years or 48,000 miles from date of Emissions Recall VB6 or 67A completion (whichever comes first), but not to exceed December 31, 2033 for any vehicle that receives the recall after April 9, 2027.

TIMING:

Effective Immediately





ACTION:

Always check *DealerCONNECT* or *WiADVISOR VIP* to verify if a vehicle is involved in a warranty extension. A vehicle involved in this warranty extension will display an **(XQ1) 6.7L Diesel** message in VIP. If no (XQ1) coverage message displays in VIP, the vehicle is not in the scope of this warranty extension and no further action is required on your behalf.

All technicians are required to familiarize themselves with Technical Service Bulletin 25-003-24 before replacing the Emission Control System components on select vehicles.

The Global Claim System (GCS) will honor the warranty extension coverage on the standard warranty labor operation number(s) located in Labor Operations.

Refer to Technical Service Bulletin 25-003-24 for Policy information.

A copy of the generic owner letter is attached to this bulletin.

ADDITIONAL INFORMATION:

If a customer has already experienced this specific condition and paid to have it repaired, please direct them to www.fcarecallreimbursement.com to submit their reimbursement request online. Customers can also mail their original receipts and / or other adequate proof of payment to the following address for reimbursement consideration:

FCA US LLC Customer Care
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Attention: Reimbursement

Customers with questions or concerns about this issue are advised to contact their dealership. In the event further assistance is necessary, customers should be advised to contact Customer Care at the following.

- RAM Information Center: 1.866.726.4636 or 1.866.RAM.INFO

Goodwill Alternate Transportation reimbursement requests can be provided for repairs lasting longer than 3 hours. Submit the Goodwill Alternate Transportation on the same claim as the warranty repair.

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.



Owner Name
1234 Anywhere St
Anytown, St XXXXX
VIN: xxxxxxxxxxxxxxxxxxxx

Dear (Name):

This letter is to inform you that if your vehicle completes Emissions Recall VB6 or 67A, FCA US LLC is extending the warranty period on certain emission control system components on your vehicle for the greater of: (i) 10 years from the date of initial sale or 120,000 miles on the odometer (whichever comes first); or (ii) 4 years or 48,000 miles from date of Emissions Recall completion (whichever comes first), but not to exceed December 31, 2033 for any eligible vehicle that receives the recall after April 9, 2027.

This warranty extension on certain emission control system components applies to certain 2013 - 2019 RAM 2500 Pickup and certain 2013 - 2019 RAM 3500 Pickup vehicles that complete Emissions Recall VB6 or 67A. Our records show that you either own or lease one of the vehicles affected by this warranty extension.

We are extending the warranty period on the emission control system components listed below as a precautionary measure and as an incentive for completion of Emissions Recalls VB6 and 67A. If your Malfunction Indicator Lamp illuminates or if you believe any of these parts are malfunctioning after completion of Emissions Recalls VB6 and 67A, simply contact your dealer to have the appropriate repairs performed. **Conversely, if you do not experience this condition, then your emission control system components are operating correctly, and no repair is necessary.**

Emissions Recall VB6 – MY 2019 RAM Covered Components

Exhaust and Aftertreatment Components, including:

- Diesel Oxidation Catalyst (DOC) / Diesel Particulate Filter (DPF) Assembly
- Selective Catalyst Reduction (SCR) Catalyst Assembly
- Ammonia Oxidation Catalyst
- NOx Sensors (including Engine Out and System Out)
- DPF Differential Pressure Sensor

Diesel Exhaust Fluid (DEF) System, including:

- DEF Injector
- DEF Injector Controller
- DEF Storage Tank
- DEF Delivery Lines
- DEF Quality Sensor
- DEF Supply Module, Pump & Temperature Sensor Unit

Exhaust Gas Recirculation (EGR) System, including:

- EGR Cooler
- EGR Valve
- EGR Temperature Sensors
- EGR Cooler Bypass Valve and Actuator



Emissions Recall 67A – MY 2013 - 2018 RAM Covered Components

Exhaust and Aftertreatment Components, including:

- Selective Catalyst Reduction (SCR) Catalyst Assembly
- Ammonia Oxidation Catalyst
- NOx Sensors (including Engine Out and System Out)

Diesel Exhaust Fluid (DEF) System, including:

- DEF Injector
- DEF Injector Controller
- DEF Storage Tank
- DEF Delivery Lines
- DEF Quality Sensor
- DEF Supply Module, Pump & Temperature Sensor Unit

Controller Replacement: In the event that the hardware of the SCR controller is damaged by the completion of Recalls VB6 or 67A, hardware will be replaced at no cost to the customer and a 2-year “spare parts” warranty for the replaced part will be provided.

If you have already experienced this condition and previously paid for a repair, you may be eligible to receive a reimbursement. Visit www.fcarecallreimbursement.com to submit an online reimbursement request. You may also complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement. Your claim will be acted upon within 60 days of receipt:

FCA US LLC Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Attn: Reimbursement

If you have questions or need any assistance, please contact your dealer or the FCA US LLC Customer Care. FCA US LLC Customer Care is available 24 hours a day / 7 days a week. They can be reached at: 1-866-726-4636 or 1-866-RAM-INFO.

Please keep this letter in your glove box along with your vehicle’s other warranty information for future reference if necessary. This warranty extension applies only to the emission control system components condition described above; the other terms and the “What’s Not Covered” items of your warranty remain the same as stated in your Warranty Information book.

FCA US LLC is taking this action to demonstrate its commitment to your continued satisfaction.

FCA US LLC

