

# WARRANTY BULLETIN



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

**SUBJECT:** Fast Feedback Program – 6.7L  
Cummins Engine (Sales Codes ETM and  
ETN), Base Engine Components, Electronic  
Components, Cooling System Components,  
Exhaust Gas Recirculation System, Fuel  
System and Aftertreatment System – Select  
2025 Ram 2500 Pickup (DJ), 2025 Ram 3500  
Pickup (D2), 2025 Ram 3500 Cab Chassis (DD)  
and 2025 4500/5500 Ram Cab Chassis (DP)

**NO:** D-25-04

**DATE:** February 5, 2025

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

## PURPOSE

To announce a Fast Feedback program for replacing the **6.7L Cummins Engine (Sales Codes ETM and ETN), Base Engine Components, Electronic Components, Cooling System Components, Exhaust Gas Recirculation System, Fuel System and Aftertreatment System** in an effort to collect, monitor and correct quality issues in a timely and efficient manner.

## Models affected:

- 2025 HD Ram 2500 Pickup (DJ)
- 2025 HD Ram 3500 Pickup (D2)
- 2025 HD Ram 3500 Cab Chassis (DD)
- 2025 HD Ram 4500/5500 Cab Chassis (DP)

## TIMING:

February 5, 2025 – August 31, 2025

**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 suggest a **6.7L Cummins Engine (Sales Codes ETM and ETN), Base Engine Components, Electronic Components, Cooling System Components, Exhaust Gas Recirculation System, Fuel System and Aftertreatment System** 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 a 6.7L Cummins Engine (Sales Codes ETM and ETN), Base Engine Components, Electronic Components, Cooling System Components, Exhaust Gas Recirculation System, Fuel System and Aftertreatment System 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 6.7L Cummins Engines (Sales Codes ETM and ETN) must be returned using UPS (Heavy) transportation. Base Engine Components, Electronic Components, Cooling System Components, Exhaust Gas Recirculation System, Fuel System and Aftertreatment System components 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 6.7L Cummins Engine (Sales Codes ETM and ETN), Base Engine Components, Electronic Components, Cooling System Components, Exhaust Gas Recirculation System, Fuel System and Aftertreatment System 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.

