

Technical Service Bulletin (TSB)

Extended Crank Condition Due To Loss of Fuel Pressure

REFERENCE:	TSB: 14-004-25 GROUP: 14 - Fuel System	Date:	February 12, 2025	REVISION:	—
VEHICLES AFFECTED:	2021 - 2024 (WD) Dodge Durango This bulletin applies to vehicles built on or after February 01, 2021 (MDH 0201XX) and on or before November 24, 2024 (MDH 1124XX) equipped with a 3.6L V6 VVT Engine Upgrade 1 (Sales Code ERC) or a 5.7L V8 Hemi MDS VVT Engine (Sales Code EZH) and Durango Pursuit Vehicle (Sales Code AZ1).			MARKET APPLICABILITY: <div><input checked="" type="checkbox"/> NA<input type="checkbox"/> MEA <input type="checkbox"/> SA<input type="checkbox"/> IAP <input type="checkbox"/> EE<input type="checkbox"/> CH</div>	
CUSTOMER SYMPTOM:	Customers may experience the following: <ul style="list-style-type: none">Extended engine crank condition.				
CAUSE:	Fuel pressure regulator				

REPAIR SUMMARY:

This bulletin involves performing a fuel pressure test and possibly replacing the fuel pump module.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
14-50-01-90	Fuel Pump Module Test and Replace (Left Side) (0 - Introduction)	14 - Fuel System	2.0 Hrs.
Failure Code	ZZ	Service Action	

RELATED LOP:

Labor Operation No:	Labor Description	Skill Category	Labor Time
14-50-01-60	Skid Plate Equipped (0 - Introduction)	14 - Fuel System	0.1 Hrs.

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68535771AB	Module, Fuel Pump/Level Unit	

DIAGNOSIS:

If the customer describes any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Perform a fuel pressure and Fuel system leak down test. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info>29 - Non-DTC Diagnostics / Drivability - Gas / Diagnosis and Testing.
2. Is the fuel pressure and system leak down within specification?
 - YES >>> This bulletin has been completed. Perform further diagnostics.
 - NO >>> Proceed to [Step 3](#).
3. Replace fuel pump module. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info>14 - Fuel System / Fuel Delivery, Gas / Module, Fuel Pump / Removal/ Installation.

POLICY:

Reimbursable within the provisions of the warranty.

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