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| <b>REFERENCE:</b>         | <b>TSB:</b> 14-010-25<br><b>GROUP:</b> 14 - Fuel System   | <b>Date:</b>                           | May 16, 2025 | <b>REVISION:</b>             | — |
| <b>VEHICLES AFFECTED:</b> | <p>2019 - 2024 (DP) RAM 4500/5500 Cab Chassis<br/>                 2019 - 2024 (DJ) RAM 2500 Pickup<br/>                 2019 - 2024 (D2) RAM 3500 Pickup<br/>                 2019 - 2024 (DD) RAM 3500 Cab Chassis<br/>                 This bulletin applies to vehicles equipped with a 6.7L I6 Cummins Turbo Diesel engine (Sales Codes ETL and ETN) or a 6.7L I6 Cummins HO Turbo Diesel engine (Sales Code ETM).</p> | <b>MARKET APPLICABILITY:</b>           |              |                              |   |
|                           |   | <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  |   |
| <b>CUSTOMER SYMPTOM:</b>  | Numerous Stellantis vehicles having fuel line components replaced such as fuel filter. Occasionally, components are replaced before their standard life expectancy or when not contaminated with debris.  |  |              |                              |   |
| <b>CAUSE:</b>             | Premature diesel fuel filter replacement  |  |              |                              |   |

**DISCUSSION:**

This Information Only TSB is to communicate the process to be followed to check for fuel system contamination before replacing any of the components on the fuel line such as fuel filters. The check for fuel system contamination should be done before any of the fuel system components get replaced to reduce the overall warranty repair cost and avoid the issue of multiple repairs on the same vehicle. Contaminated fuel should be replaced by dealerships before making fuel line component repairs/replacements.

**Even before reaching the recommended mileage, symptoms below may suggest that the fuel filter is becoming clogged and requires earlier replacement:**

- Difficulty Starting the Engine: Extended cranking times or failure to start.
- Sluggish Acceleration: Noticeable lag when pressing the accelerator.
- Engine Stalling: Unexpected engine shutdowns during operation.
- Poor Fuel Economy: Decreased miles per gallon without changes in driving habits.
- Instrument Panel Cluster (IPC) Warnings: Alerts such as "Fuel Filter Service Required" or "Water in Fuel" messages.

**It is recommended the following be performed before replacement of the fuel filter:**

- Collect a fuel sample and verify if the fuel is contaminated. Fuel should be clear and bright. If it appears cloudy, hazy, and contains visible particulates or water droplets, it may be contaminated.
- If the fuel is contaminated, the dealership should replace the fuel in the vehicle before component repair/replacement. **Stellantis should not be charged for contaminated fuel.**

**NOTE: Record the vehicle mileage before replacing the fuel filter.**

**Dealerships are required to replace the fuel filter under the following conditions:**

- Pump failure is catastrophic and the vehicle had to be towed to the dealership.
- Last fuel filter replacement was at an interval of more than 24,140 km (15,000 mi).
- Filter flow is restricted and contaminated with debris.
- A leak is detected at the filter connection joints.
- Presence of metal contamination at the fuel pump and the fuel system.

**NOTE: It is recommended to record the vehicle mileage any time a fuel filter has been replaced.**

**POLICY:**

**Information Only**

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