



WARRANTY BULLETIN

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

NO: D-19-02

DATE: May 28, 2025

SUBJECT: Fast Feedback Program - 6.7L Cummins Complete Engine, Long Block & Short Block - 2019 - 2024 HD Ram - (D2/DD/DF/DJ/DP) (Rev. L)

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

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

PURPOSE

This revision announces the removal of the Fuel Injection Pump from this Fast Feedback Program. This bulletin also announces an extension to this Fast Feedback Program for replacing the 6.7L Cummins Complete Engine, Long Block & Short Block (Sales Codes ETL, ETM or ETN) for the 2019 - 2024 HD Ram in an effort to collect, monitor and correct quality issues in a timely and efficient manner.

Models Affected:

- 2019 - 2024 HD Ram (D2/DD/DF/DJ/DP)

TIMING:

November 1, 2019 – Until Further Notice

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 suggests a 6.7L Cummins Complete Engine, Long Block or Short Block (Sales Codes ETL, ETM or ETN) 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 Complete Engine, Long Block & Short Block (Sales Codes ETL, ETM or ETN) repair is necessary, you will be advised by STAR of any special instructions regarding component removal and return.
- To avoid damage and fluid spills, all returned parts must be shipped in the same container provided with the new replacement part.

NOTE: DO NOT disassemble the 6.7L Cummins Complete Engine, Long Block & Short Block without prior approval from STAR. Chargebacks will be imposed for unauthorized internal diagnostics.

All replaced 6.7L Cummins Complete Engine, Long Block & Short Block must be returned using UPS (Heavy) transportation. A STAR Center representative will initiate the Fast Track process to ensure proper component packaging and return.

DO NOT return 6.7L Cummins Complete Engine, Long Block or Short Block 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. **Any repairs on or after June 3, 2025, please refer to Warranty Bulletin D-25-10 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.

