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GROUP: Vehicle Performance

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SUBJECT:

Cummins 6.7L Turbo Diesel Common Diagnostic Process

OVERVIEW:

New 6.7L Cummins® Turbo Diesel Common Diagnostic Process is now available as part of the standard diagnostic process located in TechCONNECT>Service Info.

MODELS:

2007 - 2010	DC	Ram 3500 Cab Chassis
2011 - 2013	DD	Ram 3500 Cab Chassis
2007 - 2009	DH	Ram 2500 Pickup
2010 - **2013**	DJ	Ram 2500 Pickup
2011 - 2012	DP	Ram 4500/5500 Cab Chassis
2007 - 2010	DM	Ram 4500/5500 Cab Chassis
2007 - 2009	D1	Ram 3500 Pickup
2010 - **2013**	D2	Ram 3500 Pickup

NOTE: This bulletin applies to vehicles equipped with the Ultra Low Sulfur 6.7L Cummins Turbo Diesel engine (Sales Code ETJ, ETK) (equipped with a Diesel Particulate Filter).

DISCUSSION:

The 6.7L Cummins® Turbo Diesel Common Diagnostic Process was developed for any drivability concern on the 6.7L Cummins® Diesel Engine. Non-drivability engine issues or engine cooling system issues are not in the scope of this process.

The process begins by identifying the customer's concern and applying it to one of the following symptoms:

- MIL Illumination
- Engine Cranks But Does Not Start or Starts and Immediately Stalls
- Engine Surges, Bucks, Runs Rough - No MIL
- Engine Noise - No MIL
- Excessive Black Smoke Out Exhaust - No MIL
- Excessive White Smoke Out Exhaust - No MIL
- Excessive Blue Smoke Out Exhaust - No MIL

If the MIL is illuminated, for 2007 - 2009 DH/D1 and 2007 - 2010 DC/DM models, your process begins in TechCONNECT>Service Info>28 - DTC Based Diagnostics>MODULE, Engine Control (ECM), 6.7L>Standard Procedure>PRE-DIAGNOSTIC TROUBLESHOOTING PROCEDURE. 2010 - 2012 DJ/D2 models, your process begins in TechCONNECT>Service Info>28 - DTC Based Diagnostics>MODULE, Powertrain Control (PCM), 6.7L>Standard Procedure>PRE-DIAGNOSTIC TROUBLESHOOTING PROCEDURE. 2011 - 2012 DD/DP models, your process begins in TechCONNECT>Service Info>28 - DTC Based Diagnostics>MODULE, Powertrain Control (PCM), DD/DP - Chassis Cab>Standard Procedure>PRE-DIAGNOSTIC TROUBLESHOOTING PROCEDURE.

If the MIL is NOT illuminated, your process begins in TechCONNECT>Service Info>29 - Non-DTC Diagnostics>Drivability - Diesel, 6.7L>Diagnosis and Testing>PRE-DIAGNOSTIC TROUBLESHOOTING PROCEDURE.

In each case, the test procedure will request that a 6.7L Diesel Diagnostic Worksheet be completed before proceeding. Once the data has been collected and analyzed, then the diagnostic process can continue.

6.7L Cummins® Diesel Diagnostic Worksheets are created, stored, and located in DealerCONNECT>TechCONNECT> Search (Fig. 1). In order to create and/or view Cummins® 6.7L Diesel Diagnostic Worksheets, users must log into DealerCONNECT with a valid SID. If you have the ability to view and/or create a Ticket for Technical Assistance, than your SID is a valid SID. In addition, in order to create a Cummins 6.7L Diesel Diagnostic Worksheets, a valid Vehicle Identification Number (VIN) must be entered into the vehicle configuration box in TechCONNECT (Fig. 1), and then pressing submit. Work Instructions have been developed that discuss the new process and provides detailed instructions on how to properly complete the worksheets. These work instructions are located on the Home Page of TechCONNECT.

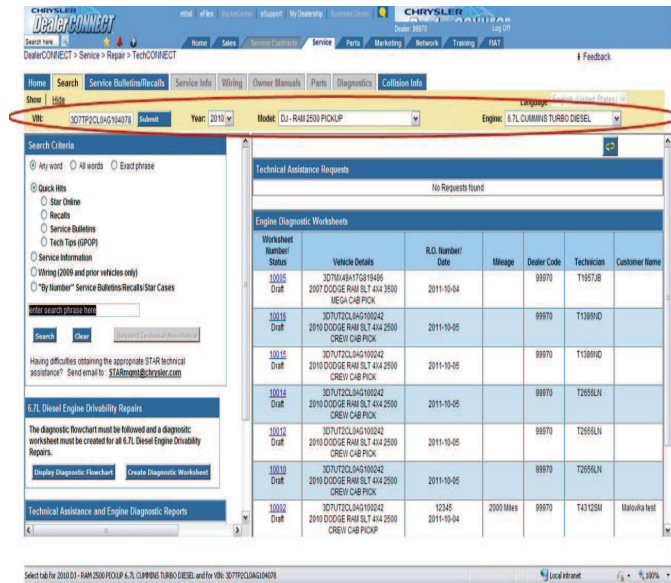


Fig. 1 Cummins Diesel Diagnostic Worksheet

Once the 6.7L Cummins® Diesel Diagnostic Worksheet has been created, the PRE-DIAGNOSTIC TROUBLESHOOTING PROCEDURE will guide you to the MIL LIGHT ON PRETEST PROCEDURE or to one of several Non-MIL related diagnostic tests. Follow the path for each test. The tests are designed to direct you to the diagnostic path that leads to corrective actions that repair conditions that occur most frequently for that specific concern.

Once the repair has been completed, the repair **MUST** be followed up by performing the Verification Procedure and if the repair is correcting a condition that relates to the Aftertreatment System, then the Aftertreatment Validation Procedure **MUST** also be performed.

Each of these procedures are designed to ensure that the condition will not repeat and ensure that components that may have had an effect on that concern will not contribute to a repeat repair.

POLICY:

Standard Diagnostic Warranty Reimbursement Policy applies to this new 6.7L Cummins® Turbo Diesel Common Diagnostic Process. However, the following unique labor operations have been created to reimburse dealers for completing the 6.7L Cummins® Diesel Diagnostic Worksheet, 6.7L Cummins Diesel Fuel System Inspections, and the Aftertreatment Validation Procedure. These Labor Operations can only be used in conjunction with a proper causal Labor Operation. Please refer to the U.S. or Canadian Warranty Policy and Procedure Manual and to U.S. Warranty Bulletin D-11-55 dated October, 2011 or Canadian Warranty Bulletin SAB 2013-21.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
14-01-10-74	Completing 6.7L Cummins® Turbo Diesel Diagnostic Worksheet, Sections 1 - 4	0.3 Hrs.
Related Operation: 14-01-10-50	Fuel System Inspection - 6.7L Diesel	0.3 Hrs.
14-01-10-51	Perform Aftertreatment Repair Validation Procedure - 6.7L Diesel	
	2007 - 2009 DH/D1 and 2007 - 2010 DC/DM	0.5 Hrs.
	2010 - 2012 DJ/D2 and 2011- 2012 DD/DP	0.3 Hrs.
Special Service LOP 95-09-44-02	Perform Aftertreatment Repair Validation Procedure - 6.7L Diesel - Porter's Time Reimbursement	\$20.00
Special Service LOP 95-14-01-01	Perform Aftertreatment Repair Validation Procedure - 6.7L Diesel - Fuel Allowance	\$20.00