

Technical Service Bulletin (TSB)

Loss Of Cabin Heating

REFERENCE:	TSB: 08-171-26 GROUP: 08 - Electrical	Date:	April 21, 2026	REVISION:	—
VEHICLES AFFECTED:	2025 - 2026 (D2) RAM 3500 Pickup 2025 - 2026 (DD) RAM 3500 Cab Chassis 2025 - 2026 (DJ) RAM 2500 Pickup 2025 - 2026 (DP) RAM 4500/5500 Cab Chassis This bulletin applies to vehicles built on or before November 24, 2025 (MDH 1124XX).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH NOTE: This bulletin applies to North America markets.	
CUSTOMER SYMPTOM:	Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set one or more of the following Diagnostic Trouble Codes (DTCs): - U0615 - Lost Communication With Engine Coolant Bypass Valve "A". - U11E9 - Lost Communication With AGS. Customer may also comment on the following: - Loss of cabin heating.				
CAUSE:	Connector contamination				

REPAIR SUMMARY:

This bulletin involves applying grease to the 3 way valves wire harness connector or, if necessary, the replacement of both the wire harness and the 3 way valve.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
07-46-01-97	Coolant 3 Way Valve Wire Harness - Inspect and Lubricate (1 - Semi Skilled)	6 - Electrical and Body Systems	0.5 Hrs.
07-46-01-98	Coolant 3 Way Valve - Replace Valve and Harness Connector (1 - Semi Skilled)	6 - Electrical and Body Systems	1.1 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68591739AA	Valve, Coolant 3 Way	
1 (AR)	68500924AA	Repair Kit	Coolant 3 Way Valve Connector and Pigtail.
1 (AR)	MS-9469	NYE NYOGEL 760G	
(AR)	68163848A	Mopar Antifreeze/Coolant 10 Year/150,000 Mile Formula OAT	

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

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

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or equivalent	-	-

REPAIR PROCEDURE:

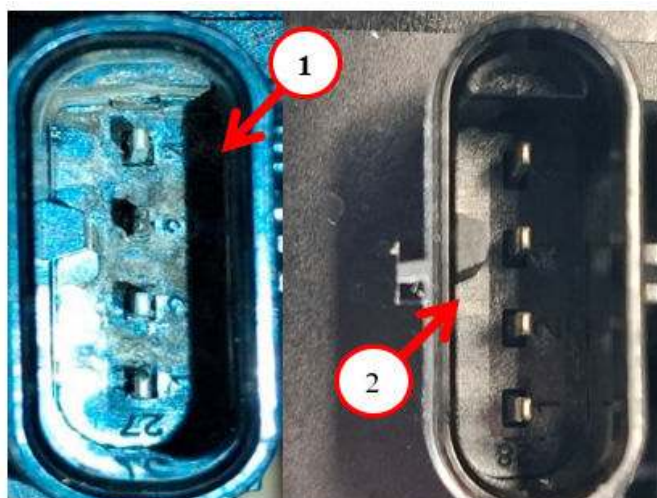
1. Remove the front right wheelhouse splash shield. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 23 - Body / Exterior / Shield, Splash, Front Wheelhouse / Removal.
2. Locate wire harness connector D1673A, which is a four way female connector underneath the coolant bottle [Fig. 1](#).

**Fig. 1**

D1673A Wire Harness Connector Location

1 - Gasoline Engine
2 - Diesel Engine

3. Disconnect the D1673A wire harness from the coolant 3 way valves wire harness connector.
4. Inspect the wire harness connector terminals for evidence of corrosion [Fig. 2](#).

**Fig. 2**

Wire Harness Connector Contamination Inspection

1 - Contaminated Wire Harness Connector
2 - Uncontaminated Wire Harness Connector

5. Is there evidence of corrosion in the coolant 3 way valves wire harness connector?
 - YES>>> Proceed to [Step 7](#).
 - NO>>> Proceed to [Step 6](#).

6. Apply one gram of dielectric grease NYOGEL 760G to the wire harness connector header at the bottom of the coolant 3 way valve while making sure that the grease is spread along the connector and its cavities [Fig. 3](#) and then proceed to [Step 9](#).



Fig. 3
Coolant 3 Way Valve Wire Harness Connector

1 - Apply Grease To The Coolant 3 Way Valve Wire Harness Connector

7. Replace the coolant 3 way valve. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 09 - Engine, 6.4L / Engine Cooling / Valves / Removal and Installation.
8. Replace the coolant 3 way valve connector with pig tail.
9. Install the front right wheelhouse splash shield. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 23 - Body / Exterior / Shield, Splash, Front Wheelhouse / Installation.
10. Clear DTCs.

POLICY:

Reimbursable within the provisions of the warranty.

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