



NUMBER: 09-009-15

GROUP: Engine

DATE: August 12, 2015

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SUBJECT:

Glow Plug Missing O-ring

OVERVIEW:

This bulletin involves the replacement of the glow plugs because of a missing internal O-ring.

MODELS:

2014-2015 (VF) Ram Promaster

NOTE: This bulletin applies to vehicles within the following markets/countries:
NAFTA

NOTE: This bulletin applies to vehicles built on or before July 06, 2015 (0706XX) equipped with a 3.0L Engine (Sales Code EXG).

SYMPTOM/CONDITION:

The customer may describe a Malfunction Indicator Lamp (MIL) illumination and/or a blinking glow plug lamp in the Instrument Cluster. Upon further investigation the technician may find one or more of the following Diagnostic Trouble Codes (DTCs):

- P06B9 - Cylinder 1 Glow Plug Circuit Performance
- P06BA - Cylinder 2 Glow Plug Circuit Performance
- P06BB - Cylinder 3 Glow Plug Circuit Performance
- P06BC - Cylinder 4 Glow Plug Circuit Performance
- P064C - Glow Plug Control Module 1
- P0671 - Cylinder 1 Glow Plug Circuit Open
- P0672 - Cylinder 2 Glow Plug Circuit Open
- P0673 - Cylinder 3 Glow Plug Circuit Open
- P0674 - Cylinder 4 Glow Plug Circuit Open
- P066A - Cylinder 1 Glow Plug Circuit Low
- P066C - Cylinder 2 Glow Plug Circuit Low
- P066E - Cylinder 3 Glow Plug Circuit Low
- P067A - Cylinder 4 Glow Plug Circuit Low
- P052F - Glow Plug Control Module 1 System Voltage
- P263E - Glow Plug Control Module 1 Over Temperature

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all engine 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 the symptom/condition listed above or if the technician finds the DTC, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
4	68099604AA	Glow Plug

REPAIR PROCEDURE:

Replace all four glow plugs. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 08 - Electrical > 8I - Ignition Control > PLUG, Glow > Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-27-06-91	Glow Plugs, Replace	1- Engine Repair	1.7 Hrs

FAILURE CODE:

ZZ	Service Action
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