



**NUMBER:** 14-001-14

**GROUP:** Fuel System

**DATE:** February 15, 2014

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-011. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.**

**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 14-005-13, DATED DECEMBER 19, 2013 WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\***. THIS BULLETIN IS NOW BEING RELEASED AS A RAPID RESPONSE TRANSMITTAL.**

**SUBJECT:**

Fuel Gelling in Cold Ambient Temperatures

**OVERVIEW:**

This bulletin involves reconfiguring the Body Control Module (BCM).

**MODELS:**

|             |    |                             |
|-------------|----|-----------------------------|
| 2013 - 2014 | DJ | Ram Pick Up (2500)          |
| 2013 - 2014 | D2 | Ram Pick Up (3500)          |
| 2013 - 2014 | DD | Ram Cab Chassis (3500)      |
| 2013 - 2014 | DP | Ram Cab Chassis (4500/5500) |

**NOTE: This bulletin applies to Ram Trucks equipped with a Cummins Turbo Diesel engine (sales code ETK) build before 12/14/13 (MDH 12/14/XX).**

**SYMPTOM/CONDITION:**

Some customers may experience a Malfunction Indicator Lamp (MIL) due to fuel related Diagnostic Trouble Code (DTC) and/or may have a hard or no start condition due to fuel gelling in cold ambient temperatures (20°F or -7°C) or below. DTC's, such as P0087, P0191 or P026B (or other DTC's) may have been set.

Ram Trucks equipped with a 6.7L Cummins Turbo Diesel included on the RRT VIN list exhibiting the above concerns have a condition that will cause the **frame mounted** fuel filter heater not to function. The condition is due to a configuration setting in the Body Control Module (BCM).

**NOTE: The engine mounted fuel filter heater is operating properly.**

**DIAGNOSIS:**

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, verify the status of the frame mounted fuel filter heater operation by **generating a Configuration Report and check the "Diesel Fuel Heater Relay Output Present"**. If the status is **"Not Set"**, perform the Repair Procedure.

**REPAIR PROCEDURE:**

**NOTE: In the following procedure, a configuration report is required for two different reasons. A) If the reconfigure does not complete properly, a list of configured items is retained. B) When the reconfigure is complete, the Diesel Fuel Heater Relay Output Present status can be validated.**

1. Open the hood and connect a battery charger.
2. Turn ignition to On position.
3. Connect and start the WiTech scantool.
4. From Vehicle View (Topology) screen, select "Run/View Reports" from the Reports menu option located near the top of the screen.
5. Generate and save a Configuration Report to your desktop. This is required to ensure configuration can be duplicated if an error occurs.
6. From Vehicle View (Topology) screen, select BCM. Then select Misc. Functions.
7. Select Vehicle Reconfiguration.
8. When completed, generate and view a Configuration Report and review on approximately page 9 of the report has changed the **"Diesel Fuel Heater Relay Output Present"** to **"Set"**. Also, on approximately page 17 of the report will show **"DIESEL FUEL HEATER RELAY Usage"** as **"Connect Output to Run Start Ignition Relay API (Truck Usage)"**.

**NOTE: Any optional or aftermarket selected options or configurations will need to be reset manually by the dealer technician after the reconfiguration is complete.**

9. Repair complete.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

| Labor Operation No: | Description                                               | Skill Category  | Amount   |
|---------------------|-----------------------------------------------------------|-----------------|----------|
| 18-19-02-C9         | Body Control Module (BCM), Reconfigure (1 - Semi Skilled) | 6D - ELECTRICAL | 0.2 hrs. |

**FAILURE CODE:**

|    |                |
|----|----------------|
| ZZ | Service Action |
|----|----------------|