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Case Number: S2625000001 REV. A

Release Date: March 2026

Symptom/Vehicle Issue: Active/Pending Diagnostic Trouble Code (DTC) P208B And/or P20E8 Setting In The Powertrain Control Module (PCM)

Models Affected: 25-26MY DJ, D2, DD, DP, RAM 2500, 3500, 4500, 5500

Customer Complaint/Technician Observation: The customer may have a concern that the malfunction indicator lamp (MIL) has illuminated and/or a message displaying in the electronic vehicle information center (EVIC) displaying "Service DEF System See Dealer." Then the inducement counter will start and EVIC will display a message "5 MPH Max Speed for 150 miles, Service DEF System See Dealer". The technician may find DTCs P20E8 and/or P208B setting in the PCM.

Note: Before performing any diagnostics involving diesel exhaust fluid (DEF), verify that the fluid is not frozen. If the DTC is not active and DEF pump passes the DEF reductant doser prime override test DO NOT replace the DEF pump.

Discussion: The technician is recommended to follow these steps

1. Check applicable TSBs or service bulletins to verify that software is up to date.
2. Clear DTCs and confirm ambient and DEF tank temperature with WiTECH. Temps must be greater than -6 deg C (21F). If not, service routines will time out. To suffice temperature for this test, the truck will need to sit inside the shop until DEF tank temperature is above -6C.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



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3. Perform the DEF reductant doser prime override service routine and confirm the test is valid by verifying the pressure during the test was able to build above 70 PSI.

If no priming/pressure build up is observed, perform the following:

4. Remove the urea line from DEF tank and place a container below to catch liquid.

5. Run “DEF Reductant Doser **Pump** Override Test” and observe flow out of pump.

6. Reconnect Urea Line and Run “DEF Reductant Doser **Prime** Override Test” system should prime and maintain pressure. Test drive vehicle to confirm no DTCs reoccur. The technician should treat this as an intermittent issue (stored DTC) and no parts should be replaced at this time. We have been getting back many DEF pumps that have been no trouble found.

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