

REFERENCE:	TSB: 14-008-24 GROUP: 18 - Vehicle Performance	Date:	September 24, 2024	REVISION:	—
VEHICLES AFFECTED:	2019 - 2022 (DJ) RAM 2500 Pickup 2019 - 2022 (D2) RAM 3500 Pickup 2019 - 2022 (DD) RAM 3500 Cab Chassis 2019 - 2022 (DP) RAM 4500/5500 Cab Chassis This bulletin applies to vehicles equipped with the 6.7L I6 Cummins Turbo Diesel engine (Sales Codes ETL and ETN) or a 6.7L I6 Cummins HO Turbo Diesel engine (Sales Code ETM).			MARKET APPLICABILITY: ☒ NA ☐ MEA ☐ SA ☐ IAP ☐ EE ☐ CH	
CUSTOMER SYMPTOM:	Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set the following Diagnostic Trouble Code (DTC): - P203E-00 - Reductant Level Sensor 1 Circuit Intermittent-Erratic. Customers may also experience one or more of the following: - Repeated freeze/thaw cycles of the urea tank to cause solid DEF crystals to form and settle on the focus tube, blocking the level sensor signal. - Rapid temperature swings from below freezing to above freezing causing an incomplete thaw of the DEF tank. When the vehicle is powered on, the diagnostic is enabled due to thawed DEF at the tank bottom surface, but the fluid in the center is still partially frozen. - Not following the proper DEF fill procedure and overfilling the tank.				
CAUSE:	DEF fluid freezing				

NOTE: This Technical Service Bulletin (TSB) only covers the vehicles listed in the Warranty Extension XR1. For all other vehicles with same customer symptoms, please refer to the published TSB on DealerCONNECT.

REPAIR SUMMARY:

This bulletin involves replacing the urea delivery module and possibly updating the Dosing Control Unit (DCU) software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
25-08-12-93 NOTE: This LOP is for vehicles listed in Warranty Extension XR1 Only	Module, Urea Delivery - Replace and Reprogram (2 - Skilled)	14 - Fuel System	1.0 Hrs.
Failure Code	CC	Customer Concern	

The dealer must use failure code CC with this Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM identified in the Technical Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.

SPARE PARTS:

Qty	Part No.	Description	Notes
1	CCGN90A1AA	Module, Urea Pump/Level Unit	Service Kit
(AR)	68035704AC	Fluid, Diesel Exhaust	One Gallon

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. Is the vehicle part of Warranty Extension XR1?

- YES >>> Proceed to [Step 2](#).
- NO >>> This bulletin does not apply. Please refer to the published TSB on DealerCONNECT.

2. Loosen the hose clamp on the Grade Vent Valve (GVV) hose from the DEF tank [Fig. 1](#).

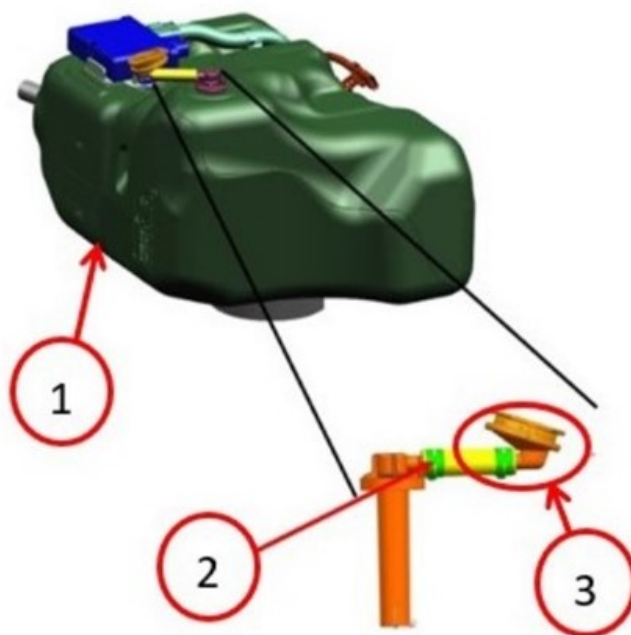


Fig. 1
DEF Tank Assembly

1 - DEF Tank
2 - Hose Clamp
3 - GVV

3. Replace the urea delivery module with the supplied kit. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 25 - Emissions Control / Diesel Exhaust Fluid Emissions / Assembly, Diesel Exhaust Fluid Pump / Removal and Installation.

NOTE: Dealers are encouraged to use bulk DEF fluid.

- D2 and DJ four gallons (50% capacity for testing).
- DD and DP six gallons (50% capacity for testing).

4. Refill the DEF tank as required.

NOTE: • If this flash process is interrupted/aborted, the flash should be restarted.

- Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

5. Is the DCU have the latest software already installed?
 - YES >>> Proceed to [Step 5](#).
 - NO >>> Proceed to [Step 6](#).
6. Reprogram the DCU with the latest software. If issues arise when flashing a module using the wiTECH Diagnostic Application, please submit a ticket to the Helpdesk. The helpdesk can be found within the Help menu.
7. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

POLICY:

Vehicles included in this Technical Service Bulletin have a Warranty Extension to a 7 Year warranty extension and unlimited miles from in service date warranty period for this repair. See Warranty Bulletins: U.S. D-24-16 and Canada SAB 2024-25, for details associated with the Warranty Extension.

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