

WARRANTY BULLETIN



TO: Dealer Principal, Service Manager,
Service Advisor, and Warranty Claims
Administrator

NO: D-23-16

DATE: August 17, 2023

SUBJECT: (XB0) Emission Control System
Components – Select 2014 - 2016 RAM
Promaster (VF)

FOR: All U.S. Dealers
All U.S. Business Centers

PURPOSE:

To announce a warranty extension on certain components of the **Emission Control System** for all eligible vehicles that receive the Approved Emissions Notification. Below is a list of component groups that may be covered by this warranty extension. The specific components must be identified using a LOP code search in *DealerCONNECT* or *wiADVISOR VIP*.

- Aftertreatment Catalysts
 - Diesel Oxidation Catalyst / Diesel Particulate Filter (DOC/DPF)
 - Selective Catalyst Reduction (SCR) Catalyst
- Diesel Exhaust Fluid (DEF) System
 - DEF Injector
 - DEF Heater Control Unit (HCU)
 - DEF Storage Tank
 - DEF Delivery Lines
- DEF Concentration Sensor (2016 Model Year only – comes as part of the DEF tank assembly)
 - DEF Supply Module, Pump, and Temperature Sensor Unit
- Parts of the Fuel System
 - Fuel Injectors
 - Fuel Rail
 - High Pressure Fuel Line
 - High Pressure Injection Pump & Regulator Unit (Metering Unit)
 - High Pressure Fuel Pressure Sensor
 - High Pressure Control Valve (PCV)





- Parts of the Exhaust Gas Recirculation (EGR) System
 - EGR Cooler Tubes
 - EGR Cooler
 - EGR Valve
 - EGR Temperature Sensor
- Other Components
 - Oxygen Sensors
 - NOx Sensors
 - Intake Manifold Temperature Sensor
 - Particulate Matter Sensor
 - Mass Airflow Sensor
 - Boost Pressure Sensor
 - Throttle Valve
 - Exhaust Temperature Sensors
 - Engine Control Module (Computer)
 - Turbocharger System, including all related hoses and pipes, sensors, and actuators
 - Charge Air Cooling System, including all related hoses and temperature sensors
 - Alternator
 - OBD Diagnostic Scan for malfunctions that trigger the OBD Malfunction Indicator Light (MIL), regardless of whether the malfunction is attributable to a part that is covered under the Extended Warranty

This warranty extension for the Emission Control System components applies to the following vehicles:

- 2014 - 2016 RAM Promaster (VF)

Affected Vehicles:

This warranty extension bulletin applies only to the vehicles equipped with a 3.0L I4 ECO Diesel engine (Sales Codes EXG):

NOTE: This warranty extension coverage period is 1 Year / 12,000 miles from the completion of Emissions Recalls V97 or ZC0, not to exceed 10 years from the vehicle's In-Service Date.

NOTE: Emissions Recalls V97 or ZC0 must be performed prior to performing this warranty extension.

TIMING:

Effective Immediately





ACTION:

Always check *DealerCONNECT* or *WiADVISOR VIP* to verify if a vehicle is involved in a warranty extension. A vehicle involved in this warranty extension will display an **(XB0) 3.0L Diesel** message in VIP. If no (XB0) coverage message displays in VIP, the vehicle is not in the scope of this warranty extension and no further action is required on your behalf.

All technicians are required to familiarize themselves with Technical Service Bulletin 25-003-23 before replacing the Emission Control System components on select vehicles.

The Global Claim System (GCS) will honor the warranty extension coverage on the standard warranty labor operation number(s) located in Labor Operations.

Refer to Technical Service Bulletin 25-003-23 for Policy information.

A copy of the generic owner letter is attached to this bulletin.

ADDITIONAL INFORMATION:

If a customer has already experienced this specific condition and paid to have it repaired, please direct them to www.fcarecallreimbursement.com to submit their reimbursement request online. Customers can also mail their original receipts and / or other adequate proof of payment to the following address for reimbursement consideration:

FCA US LLC Customer Care
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Attention: Reimbursement

Customers with questions or concerns about this issue are advised to contact their dealership. In the event further assistance is necessary, customers should be advised to contact Customer Care at the following.

- RAM Information Center: 1.866.726.4636 or 1.866.RAM.INFO

Please ensure that all affected dealership personnel are aware of this bulletin.

WARRANTY OPERATIONS

FCA US LLC reserves the right to change any or all of the rules set forth in the Dealer Policy Manual and the Warranty Administration Manual by means of Warranty Bulletins and also by making the amended manual available to you on DealerCONNECT.



Owner Name
1234 Anywhere St
Anytown, St XXXXX
VIN: xxxxxxxxxxxxxxxxx

Dear (Name):

This letter is to inform you that FCA US LLC is extending the warranty period on certain emission control system components on your vehicle for 1 year or 12,000 miles from the completion of Emissions Recalls V97 or ZC0, whichever comes first, but such warranty will not extend beyond 10 years from the initial sale of the vehicle.

This warranty extension on certain emission control system components applies to certain 2014 – 2016 RAM Promaster vehicles. Our records show that you either own or lease one of the vehicles affected by this warranty extension.

We are extending the warranty period on the emission control system components because some of the vehicles within the above referenced population may experience a potential Malfunction Indicator Lamp (MIL) illumination after installation of updated engine calibrations associated with Emissions Recalls V97 and ZC0. If you are experiencing this condition now, or if you experience them in the future, simply contact your dealer to have the appropriate repairs performed. **Conversely, if you do not experience this condition, then your emission control system components are operating correctly, and no repair is necessary.**

If you have already experienced this condition and previously paid for a repair, you may be eligible to receive a reimbursement. Visit www.fcarecallreimbursement.com to submit an online reimbursement request. You may also complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement. Your claim will be acted upon within 60 days of receipt:

FCA US LLC Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Attn: Reimbursement

If you have questions or need any assistance, please contact your dealer or the FCA US LLC Customer Care. FCA US LLC Customer Care is available 24 hours a day / 7 days a week. They can be reached at: 1-866-726-4636 or 1-866-RAM-INFO.

Please keep this letter in your glove box along with your vehicle's other warranty information for future reference if necessary. This warranty extension applies only to the emission control system components condition described above; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

FCA US LLC is taking this action to demonstrate its commitment to your continued satisfaction.

FCA US LLC

