



NUMBER: 03-001-20

GROUP: 03 - Differential and Driveline

DATE: May 9, 2020

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SUBJECT:

Rear Axle Vibration, Shudder Or Chatter

OVERVIEW:

This bulletin involves changing the rear axle lube to possibly address a chatter, shudder or vibration.

MODELS:

2016 - 2018	(DD)	RAM 3500 Cab Chassis
2016 - 2018	(DJ)	RAM 2500 Pickup
2016 - 2018	(D2)	RAM 3500 Pickup

NOTE: This bulletin applies to vehicles within the following markets/countries: North America.

NOTE: This bulletin applies to vehicles equipped with an Anti-Spin Differential Rear Axle (Sales Code DSA).

SYMPTOM/CONDITION:

The customer may describe the following:

- A chatter, shudder, or vibration from the rear axle during turns.

NOTE: This may happen more as the vehicle ages, especially if the vehicle is used extensively for towing or hauling heavy loads. The cause of the concern may be due to degradation of the rear axle fluid. It is very important to follow the routine maintenance schedules on these vehicles when it comes to changing the rear axle fluid if the vehicle is used primarily for towing or hauling heavy loads. If you experience a vehicle with the above condition, please perform the proper maintenance procedures for the rear axle and replace the fluid first before replacing any hardware components.

NOTE: This service bulletin is only applicable to vehicles that have no history of an axle fluid replacement. If the vehicle usage includes police, taxi, fleet, off-road or frequent trailer towing, regular axle fluid changes are required every 2 years or 20,000 miles (whichever comes first) per the Maintenance Schedule in the vehicle Owner's Manual.

DIAGNOSIS:

If the customer describes the symptom/condition listed above and indicated by proper maintenance records, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
8.8 Pints	68210057AB	SAE 75W-85 HD Ram GL-5 Synthetic Axle Lubricant (292 AA 11.5 Rear Axle)
8.45 Pints	68210057AB	SAE 75W-85 HD Ram GL-5 Synthetic Axle Lubricant (292 AA 11.5 Anti-Spin Axle)
8 Pints	68210057AB	SAE 75W-85 HD Ram GL-5 Synthetic Axle Lubricant (300 AA 11.8 Axle)

REPAIR PROCEDURE:

NOTE: When performing routine maintenance to the rear axle, closely inspect the rear axle hardware components for abnormal wear or damage, and repair as necessary per normal warranty repair guidelines.

1. Raise and support the vehicle. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info> 04 - Vehicle Quick Reference/Hoisting/Standard Procedure.
2. Remove the rear stabilizer bar bolts (Fig. 1) from differential housing brackets. Position stabilizer bar out of the way.

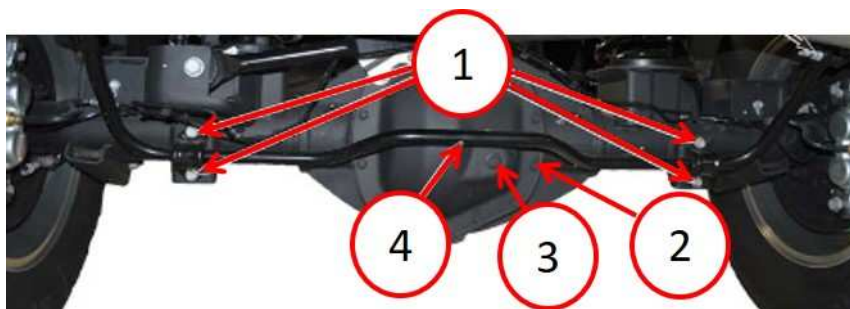


Fig. 1
Rear Differential Assembly

- 1 - Rear Stabilizer Bar Bolts
- 2 - Differential Cover Bolts
- 3 - Lubricant Fill Hole Bolt
- 4 - Rear Stabilizer Bar

3. Remove the brake line brackets from the rear differential cover.
4. Remove lubricant fill hole bolt (Fig. 1) from the differential housing cover.
5. Remove the 14 differential cover bolts (Fig. 1), housing cover and drain the lubricant from the axle housing.
6. Clean the housing cover, cover bolt holes and the fill bolt using Mopar Brake Parts Cleaner (or equivalent). **Do not discard the housing cover gasket.**
7. Apply Mopar approved thread locker to the differential housing bolts and install the housing cover **reusing the housing cover gasket** with the 14 bolts (Fig. 1). Torque the bolts to 39 N·m (29 Ft. Lbs).

8. Fill differential with lubricant through the fill hole. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info> 04 - Vehicle Quick Reference/Capacities and Recommended Fluids/Specifications.
9. Install the fill hole bolt (Fig. 1) to the rear differential cover. Torque the cover bolt to 32 N·m (24 Ft. Lbs).
10. Install the brake line brackets on the rear differential cover.
11. Reposition the rear stabilizer and install the stabilizer bar bolts (Fig. 1) on the differential housing brackets. Torque the bolts to 50 N·m (37 Ft. Lbs).
12. Lower the vehicle.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
03-01-00-90	Fluid, Rear Axle - Replace (1 - Semi-Skilled)	2 - Automatic Transmission	0.8 Hrs.

FAILURE CODE:

ZZ	Service Action
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