

# WARRANTY BULLETIN



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

**NO:** D-21-10  
**DATE:** August 19, 2021

**SUBJECT:** (X94) 3.0L Diesel Crankshaft  
Tone Wheel - 2014 - 2018 RAM 1500 Pickup  
(DS)

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

## PURPOSE:

To announce a warranty extension on the 3.0L Diesel Crankshaft Tone Wheel on the following vehicles:

- 2014 - 2018 RAM 1500 Pickup (DS)

## Affected Vehicles:

This warranty extension bulletin applies only to the following vehicles:

- DS vehicles built on or after June 13, 2014 (MDH 0613XX) and on or before March 26, 2018 (MDH 0326XX) equipped with a 3.0L V6 Turbo Diesel Engine (Sales Code EXF)

**NOTE:** This warranty extension coverage period is 8 years / Unlimited mileage from the vehicle's In-Service Date.

## 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 **(X94) Tone Wheel** message in VIP. If no (X94) 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 Service Bulletin 14-007-21 before replacing the 3.0L Diesel Crankshaft Tone Wheel on select vehicles. This Service Bulletin has been released to assist all dealers in the proper diagnosis and replacement of the 3.0L Diesel Crankshaft Tone Wheel.





The Global Claim System (GCS) will only honor the warranty extension coverages on the labor operation number(s) in the Service Bulletin.

Refer to Service Bulletin 14-007-21 for Part and LOP 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](http://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: xxxxxxxxxxxxxxxxxxxx

Dear (Name):

This letter is to inform you that the warranty period on your vehicle's 3.0L Diesel Crankshaft Tone Wheel has been extended from 5 years or 100,000 miles to 8 years / Unlimited miles. This warranty extension on the 3.0L Diesel Crankshaft Tone Wheel applies to certain 2014 - 2018 Jeep Grand Cherokee (WK) and certain 2014 - 2018 RAM 1500 Pickup (DS) vehicles. Our records show that you either own or lease one of the vehicles affected by this warranty extension.

If you have already paid to have the Crankshaft Tone Wheel on your vehicle replaced, you may be eligible to receive a reimbursement. Visit [www.fcarecallreimbursement.com](http://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: 1-877-426-5337 (1-877-IAM-Jeep) or 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 3.0L Diesel Crankshaft Tone Wheel. 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

