

WARRANTY BULLETIN



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

NO: D-22-16

DATE: December 14, 2022

SUBJECT: (X97) Diesel Particulate Filter
(DPF) – Select 2021 - 2022 Ram 3500 Cab
Chassis (DD) and 2021 - 2022 Ram
4500/5500 Cab Chassis (DP)

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

PURPOSE:

To announce a warranty extension on the Diesel Particulate Filter (DPF) on the following vehicles:

- 2021 - 2022 Ram 3500 Cab Chassis (DD)
- 2021 - 2022 Ram 4500/5500 Cab Chassis (DP)

Affected Vehicles:

This warranty extension bulletin applies only to the following vehicles:

- DD and DP vehicles built on or after June 26, 2021 (MDH 0626XX) and on or before April 11, 2022 (0411XX) equipped with a 6.7L Cummins Turbo Diesel Engine (Sales Code ETN)

NOTE: This warranty extension coverage period is 1 Year / Unlimited miles from the date of installation of the Particulate Matter Sensor, under the Y43 Emissions Recall.

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 **(X97) Particulate Filter** message in VIP. If no (X97) coverage message displays in VIP, the Y43 emissions recall may not have been marked as complete, or 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 09-014-22 before replacing the Diesel Particulate Filter (DPF) on select vehicles.

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

Refer to Service Bulletin 09-014-22 for Policy information.

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.

