

FCA CARIBBEAN WARRANTY BULLETIN



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

NO: ID-24-16

DATE: September 10, 2024

SUBJECT: Addition of Rear Axle / Differential Assembly for 2019 - 2024 RAM 3500 Cab Chassis (DD) to the Powertrain Service Center (PTSC) Pre-Authorization Program

FOR: Puerto Rico and US Virgin Islands

PURPOSE:

To announce the addition of the **Rear Axle / Differential Assembly** for **2019 - 2024 RAM 3500 Cab Chassis (DD)** vehicles to the Powertrain Pre-Authorization program to ensure proper repair of Rear Axle / Differential Assembly failures and to assist in quality improvements.

TIMING:

Vehicles received for repair on or after September 10, 2024

ACTION:

All 2019 - 2024 RAM 3500 Cab Chassis Rear Axle /Differential Assemblies submitted as a Warranty (W) or Mopar (M) claim type must be pre-authorized and approved through the PTSC Pre-Authorization program in order to be eligible for warranty reimbursement.

The PTSC Program link is located in *DealerCONNECT*> *Service* > *Warranty Administration* > *Pre-Authorization Programs*> *Powertrain Service Center*.

Request Support Requirements:

- ✓ A fillable Powertrain Estimator Worksheet must be attached in the Repair/Replace Worksheet (RRWS) field by using the **"Browse"** button. The **"Create"** link function will not work.
- ✓ To ensure all required fields are properly completed, please note that the Differential Serial Number/ID Tag is located on the top, front of the axle housing. This can reduce request returns and ensure the customer concern is handled as quickly as possible.
- ✓ A Diagnostic Worksheet is not available for the 2019 - 2024 RAM 3500 Cab Chassis Rear Axle / Differential Assembly. **Attach an additional affected area image in this field.**





- ✓ Include supporting images of the Case, Tube or Mount damage to support the need for an Axle Assembly replacement instead of rebuilding.

When submitting the pre-authorization request, select the Category of **“Special”** for submission.

The screenshot shows the DealerCONNECT interface for submitting a warranty request. The breadcrumb trail is: DealerCONNECT > Service > Warranty Administration > Powertrain Service Center. There are two tabs: "Request List" and "New Request".

Vehicle Repair Information

Program Type: Powertrain (dropdown)
VIN: (text input) (Enter last 8 of VIN)
Odometer: (text input)
Actual Cost (USD): (text input)

Category: Special (dropdown)
LOP Description: SP-EC-IA-LX Special LOP (dropdown)
Claim Type: W-Warranty (dropdown)
Claim Number: (text input)

Repair Issue: (text area)
Proposed Service Action: (text area)

Vehicle Images

Part Serial Number Image: Browse
Odometer Image: Browse
Diagnostic Checksheet: Browse
Repair / Replace Worksheet: Browse Create
Affected Area Image 1: Browse
Affected Area Image 2: Browse
Affected Area Image 3: Browse
Affected Area Image 4: Browse
Affected Area Image 5: Browse
Affected Area Image 6: Browse
Affected Area Image 7: Browse
Affected Area Image 8: Browse

If you have any questions or concerns regarding submitting a request, please submit an inquiry to WIC Ask A Question.

ADDITIONAL INFORMATION:

NOTE: The Powertrain Pre-Authorization Matrix has been updated to assist dealers in determining repairs requiring Powertrain Pre-Authorization. The Matrix can be found in *DealerCONNECT > Service > Warranty Administration > Pre-Authorization Programs > Powertrain Pre-Authorization Matrix*.

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

WARRANTY OPERATIONS

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

